

SOCIO ECONOMIC SURVEY REPORT:



Produced by:

IQHAZA LETHU UPGRADING PARTNERSHIP INITIATIVE



“iQhaza Lethu”
*An informal settlement upgrading partnership
initiative co-funded by the European Union*

April 2022

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1. EXECUTIVE SUMMARY

iQhaza Lethu (IL) is a partnership project between eThekweni Municipality and Project Preparation Trust (PPT) of KZN, co-funded by the European Union. The initiative focuses on finding scale-able solutions for informal settlement upgrading by working at both pilot project and policy levels and by working collaboratively with local communities and other stakeholders. eThekweni is home to 587 informal settlements with more than 312,000 resident households, over 78% of which reside in category B1 informal settlements which are to be upgraded in-situ. The steep slopes and high densities typical of most of these settlements require innovative servicing, planning, tenure and housing solutions.

Socio-economic surveys (also known as enumeration) are a valuable tool for understanding the community and the environment in which they live. However, they are a resource intensive process, both in terms of costs and time. Socio-economic surveys and enumeration are generally recommended activities for the development of impactful, participatory projects in which case they should be done ahead of detailed project planning and design. Socio survey captured 6,885¹ household interviews representing 72% of the total households in the ten pilot settlements. iQhaza Lethu / PPT undertook the surveys in nine of the settlements (working with appointed community development coordinators (CDCs) in each settlements and local survey teams), with settlement, Havelock, captured by SASDI (South African Slum Dweller's International) who were a collaborating partner. The findings, data and analysis contained in this report are drawn from the nine surveys undertaken by IL because the Havelock / SASDI data was not in a compatible format. The following are some of the most significant findings arising from the data-set.

- **Vulnerabilities:** Crime and violence are the greatest identified vulnerabilities (31% combined and 19% and 12% respectively) with roof leaks, flooding, fire and shocks from electrical wires also being prominent (15%, 15%, 14% and 11% respectively).
- **Development priorities:** Toilets, house improvements, water, road and footpath access and electricity were identified as the highest priorities (17.4%, 16.6%, 15%, 13.8% and 12.9% respectively). In terms of services, the highest priorities noted were home improvements (18%), toilets (17%), water (15%), roads and footpaths (14%) and electricity (13%) as the most important household services their communities required.
- **Age of settlements and durations of tenure:** Most settlements are old and well established, dating back to the 1980s or earlier with only one dating back to the 1990s. Before 1979 very little informal settlements were established. Almost half of the residents have been residing in the settlement for 10 years or more - 46% of resident's report having lived in the settlement more than 10 years and 16% more than 20 years.
- **Sources of income:** Significantly, 53% of residents enjoy some level of formal income in the form of either wages or salaries (38% and 15% respectively) whilst 11% derive income from informal enterprises activities. 30% of households derive income from government social grants. Whilst this is of concern, it is significantly lower than in other municipalities (e.g.

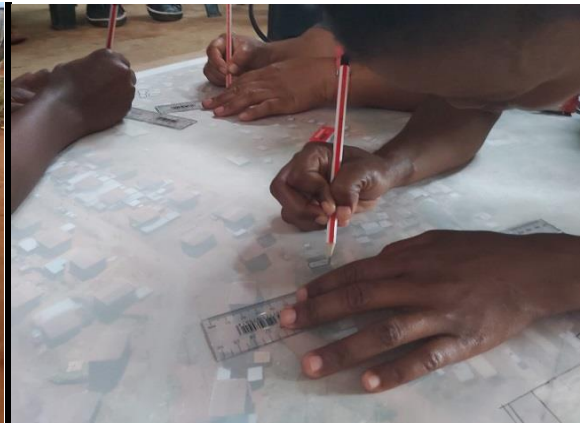
¹ Reduced to 5,808 or 61% after the data clean.

surveys in uMhlathuze informal settlements in 2015 such as Nseleni and Mzingazi showed 76% and 68% of income derived from social grants). Dakota has the highest percentage of salaries as a source of income at 38%, noting its location within an industrial area. Dependency on social grants is highest in the less well-located settlements such as Hololo (39%), Progress Place (35%), Uganda (31%) and Bhambayi (31%).

- Employment and unemployment:** Levels of unemployment averaged 38%. This is expected to be significantly better than the average for the City. Although the official average unemployment rate in eThekweni in 2022 is 28,7%, this does not factor in discouraged work seekers. A more appropriate yardstick is the labour absorption rate in the City which is between 46% and 48% meaning that effective unemployment is more likely between 52% and 54%. The labour absorption rate takes the total number of people employed as a percentage of the total working age population. As expected, less well located settlement have higher unemployment - Progress Place (49%) and Hololo City (48%). The average for part time employment is 25% while the average for self-employment is 12%. However, in well-located settlements like Dakota Beach (35%), Palmiet (25%) and Quarry Road, unemployment is much in line with or below the national average of 30%, as estimated by Stats SA in the Quarterly Labour Force Surveys for 2020
- Reasons for residing in informal settlements:** The predominant reason for residing in informal settlements is a search for employment opportunities at 80% of respondents, with reasons such as lower rental, living with or closer to family, and access to schools also often mentioned. Only 3% indicated that violence of some sort was the reason for taking up residence.
- Origin of residents:** 67% of residents of informal settlement come from within KwaZulu Natal – 24% moving to the settlement from elsewhere in the City, 41% from elsewhere in the province and 2% were born in the settlement. 28% of residents are from the Eastern Cape, 3% from outside of South Africa and 1.2% come from other provinces, almost half of whom come from Gauteng. Each settlement has its own distinct character and culture which is reflected in the migration patterns captured in the survey. Some settlements are populated significantly by migrants from the Eastern Cape - such as eZimbileni (65%), Quarry (58%) and Palmiet (43%). Others are predominantly occupied by residents from elsewhere in eThekweni or KZN such as Uganda (79%), Hololo (88%), Bhambayi (81%) and Parkington (84%).
- Rental:** Overall, across the 9 settlements, 1169 (21%) respondents reported paying rent for the structure in which they live. Of the 21% renting, 11% are renting their structure and 10% renting a room only. There is significant variation across settlements, with 64% of residents in Ezimbileni paying rent, and only 1% in Progress Place. The perception in some quarters that ‘shacklords’ are a major driver of informal settlement growth is not borne out by this data. Even in Ezimbeleni which has the highest level of rentals at 64% (and the only settlement with more than 26% rental), shacklording (as usually defined) is not the causal factor. Instead there is a particular land-ownership history in the greater Claremont area, this being one of the few areas where black people could own land in Durban during apartheid. Many black owners have subsequently moved away from the area and have rented out their land. This is in stark

contrast to the usual concept of shacklording, where shacklords illegally occupy or gain control of land and then rapidly sub-rent it to others, often on an illegal basis.

- **Numbers of rooms:** 64% of informal residents in the 9 settlements only have one room, 21% have 2 rooms, with three room households 7% and 4 room households 5%. This data is supported by the IL survey that indicate that 78% of the residents are single and only 6% are married.
- **Solid waste:** Problems with solid waste management are severe, posing significant health, safety, infrastructure and environmental threats. On average across the nine surveyed settlements, over half of the solid waste is accumulating in the environment and not getting to municipal collection points (49% municipal collection point, 28% informal dump, 12% dump near house, 5% burn rubbish, 1% throw in the bush). The situation is especially severe in dense informal settlements with limited vehicular access. The situation was worst on Palmiet, Quarry, Uganda Ezimbeleni, and Parkington all of which were below 50% and with extremely low levels in Palmiet and Quarry (just over 20%) and Uganda (30%). Although the data on a household basis is better because the larger settlements such as Bhambayi improve the household average to 62% for disposing of waste at municipal collection points, the impacts in the dense, typically well-located informal settlements are severe.
- **Energy:** 69% of residents responded that their main source of energy is municipal electricity which would be either formal or informal electricity connections. 14% indicate that they still use paraffin, which can be very dangerous especially in small spaces with little ventilation causing many potential negative health issues. Worryingly 17% indicate the use of candles with open flames being one of the most common causes of shack fires. The most interesting result of the survey in relation to the use of electricity shows that 47% of the settlements use municipal electricity through prepaid meters while 46% have illegal or 'Informal' connections.
- **Housing:** The survey reinforces the perception that few permanent materials are used in the construction of homes in informal settlements with only 10% of walls made up of more formal concrete blocks and bricks. 1% using tiles for roofs and most floors made of informal mud or concrete screed. Overall, across the 9 settlements, 1169 (21%) respondents reported paying rent for the structure in which they live. There is significant variation across settlements, with 64% of residents in Ezimbeleni paying rent, and only 1% in Progress Place.
- **Municipal services:** are generally poorly rated although toilets, roads and footpaths being the worst rated. Percentage rating of 'Very Good' are all below 4% while the highest rated service is water with 21% indicating that it was 'Good'. Municipal Emergency services are also generally poorly rated, although security is the worst rated at 48% indicating it is "Very Bad", this correlates with crime and violence being rated as the highest vulnerabilities in settlements. Ambulances were also poorly rated with 37% indicating 'Very Bad' which may be due to poor access or unwillingness of ambulances to go to informal areas. Schools and ECD are generally poorly rated although Schools are generally rated better.



2. INTRODUCTION TO SURVEY

2.1 Purpose

In order to address poverty, living conditions and socio-economic exclusion of vulnerable informal settlements residents, eThekweni Municipality in partnership with iQhaza Lethu has developed a set of upgrading plans to secure funding and plan for optimised upgrading initiatives that are co-developed by the project team and the community. This community based upgrading model is based primarily on an understanding of the specific conditions that apply to each settlement, while at the same time leveraging new partnerships and local capacity.

More effective community engagement, participation, partnerships and social processes constitute a foundation element of the iQhaza Lethu Incremental Upgrading Partnership Programme (IL). It is recognized that inadequate social process has been a major factor which has constrained more effective incremental upgrading and its scaling up. The Programme has therefore instituted a range of social process measures and innovations as outlined below in order to strengthen the City's upgrading endeavours.

The Socio Economic Survey and enumeration through mapping enables us to understanding site conditions and allows us to adapt the upgrading plans to suit these conditions, priorities and developmental direction the community has indicated through its responses to the survey questions. Furthermore the survey and mapping exercises help to build social capital, mobilise local capacity support in the upgrading partnership and is the first step in developing social capital, leadership capacitation and implementing training workshops.

2.2 Development of survey questionnaire

The initial process relating to the socio survey was the development of a set of survey questionnaires. As the project brings together a range of different developmental stakeholders including locally interested stakeholders, Communities, NPOs and Municipality, this proved to be a lengthy comprehensive but ultimately a fruitful process.

2.3 Fieldworkers, Training and Survey

Communities identified a set of potential survey field workers focusing especially on the youth and women from their areas, those initially chosen were then trained in batches, evaluated and finally selected by the survey team and community to work in each area. The training of survey fieldworkers from participating settlements commenced in September 2019. To date Iqhaza Lethu have trained and employed over 80 local people, in all settlements.

Nine settlements were surveyed by the Iqhaza Lethu survey team while Havelock was surveyed by SASDI as they had existing community relationships through working in the area for some time. Fieldworkers were managed by PPT through two community based survey managers who were on site during the data capturing stage, and assisted in training, logistics and trouble-shooting. The Havelock data is not included in the snapshot results below.

The survey was captured both on a hand-held android tablet that enabled GPS locations capture and through a backup paper based questionnaire. Survey data was then automatically transferred, via the cloud to a central database location to enable data cleaning and analysis.

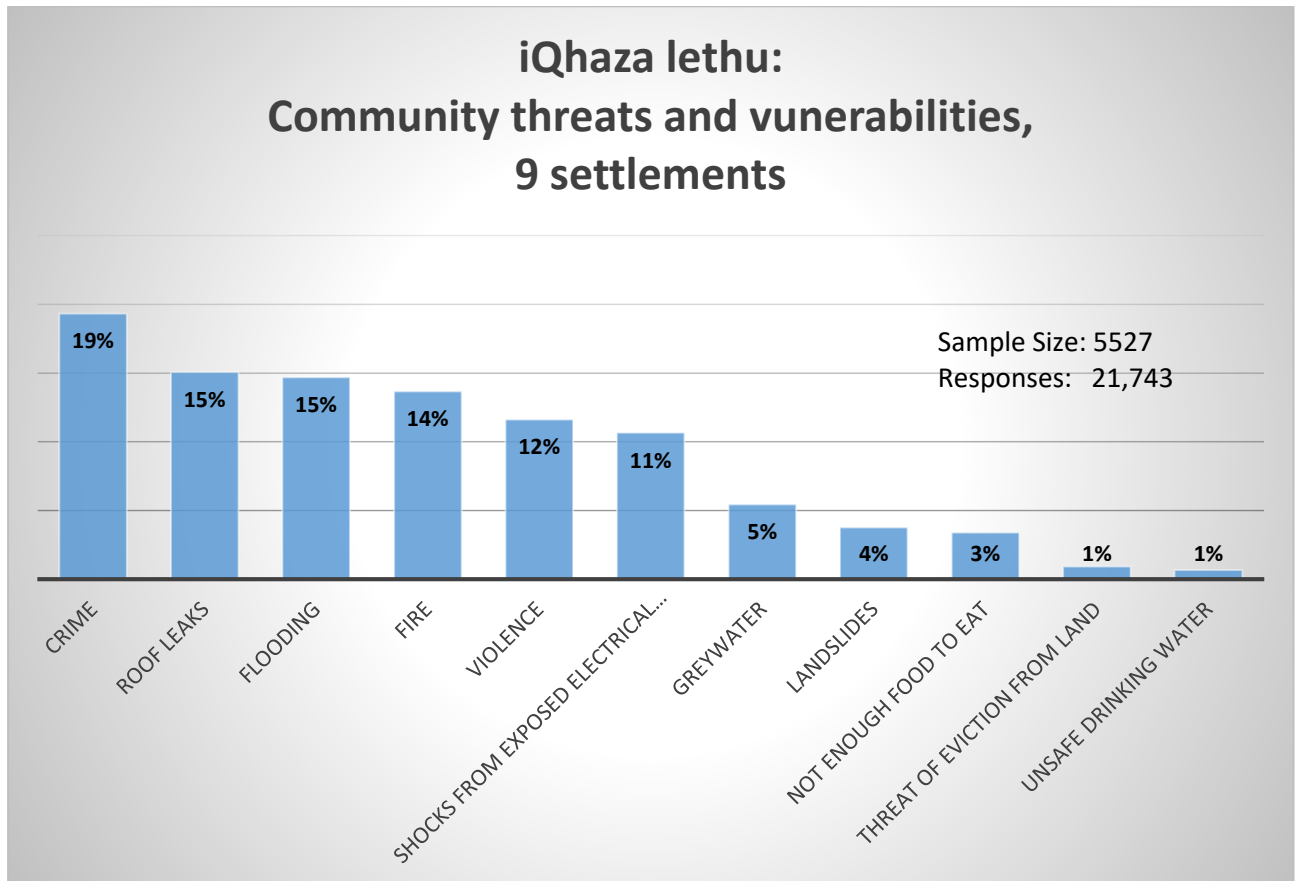
While the survey team reached a significant portion of the total targeted households, a number of incomplete, spoiled or incorrectly filled in survey questionnaires resulted in an average sample size of over 61% which is still extremely high for a sample survey.

	Settlement Name	No of Households	Households Surveyed	No of HH after data clean	% Of sample size
1	Parkington	427	383	321	75%
2	Quarry Road	1,169	840	825	71%
3	Palmiet Drive	1,200	944	910	76%
4	Uganda	1,695	788	495	29%
5	Dakota Beach	1,386	691	422	30%
6	Progress Place	600	551	402	67%
7	Ezimbileni	782	447	367	47%
8	Hololo City	460	460	407	88%
9	Bhambayi phase 3	1,500	1500	1378	92%
10	Havelock	306	281	281	92%
		9,525	6,885	5,808	61%

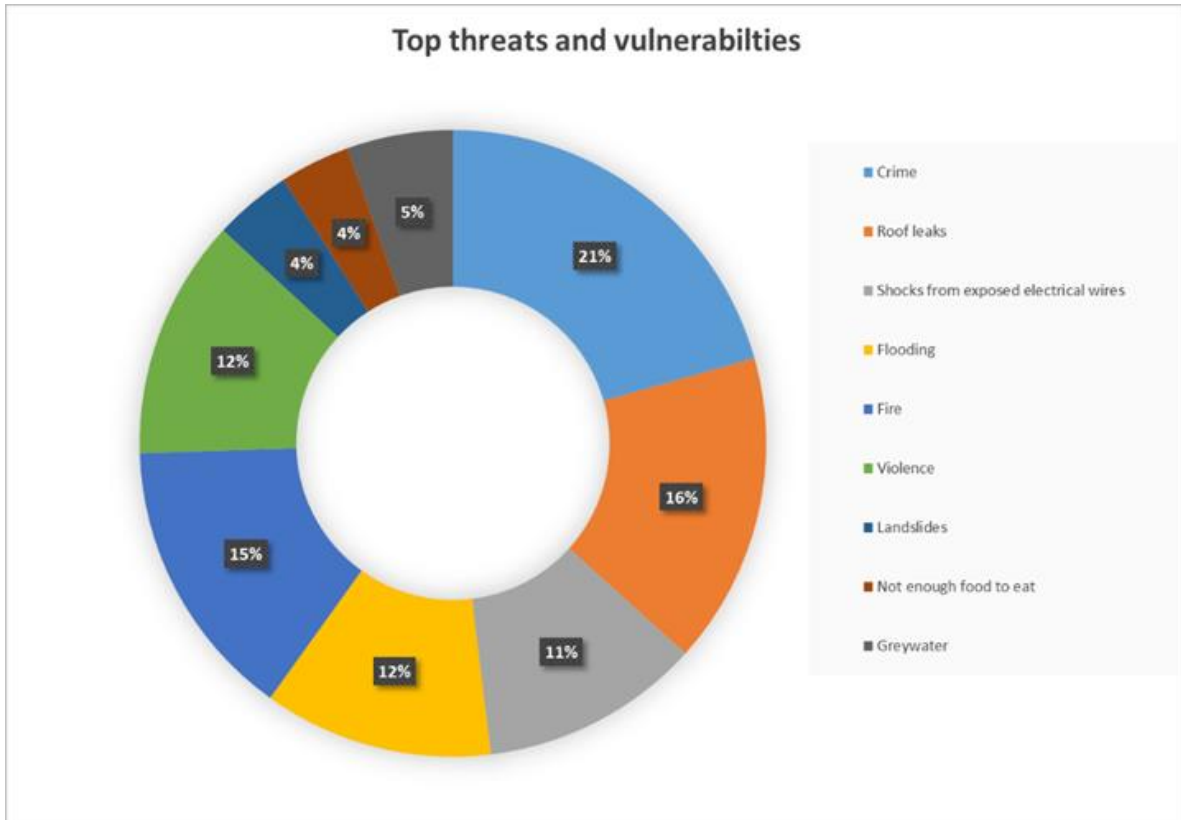
The following sets of key data from the assessment of the 9 informal settlements surveyed is presented below.

3. KEY SOCIO ECONOMIC DATA

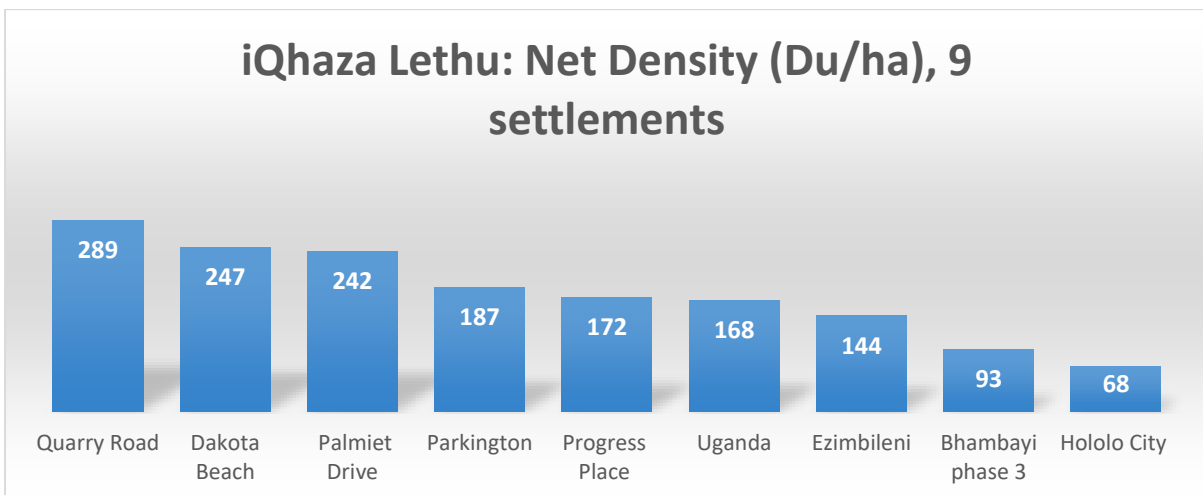
3.1 Community threats and vulnerabilities



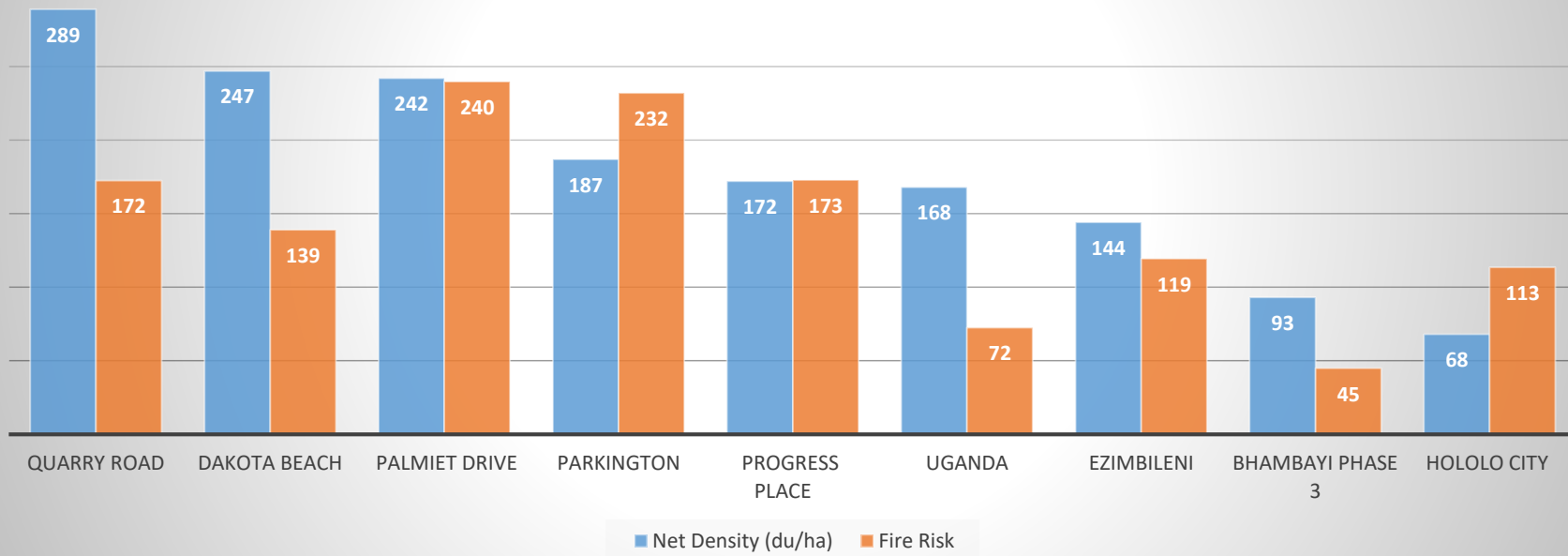
The most identified vulnerability across all settlements is Crime (19%), furthermore (12 %) identified violence as the greatest threat, and so 31% indicated that either Crime or Violence was the greatest threat in their settlements. Roof leaks (15%), flooding (15%) and fire (14%) and shocks from electrical wires (11%) were the other main threats and vulnerabilities identified.



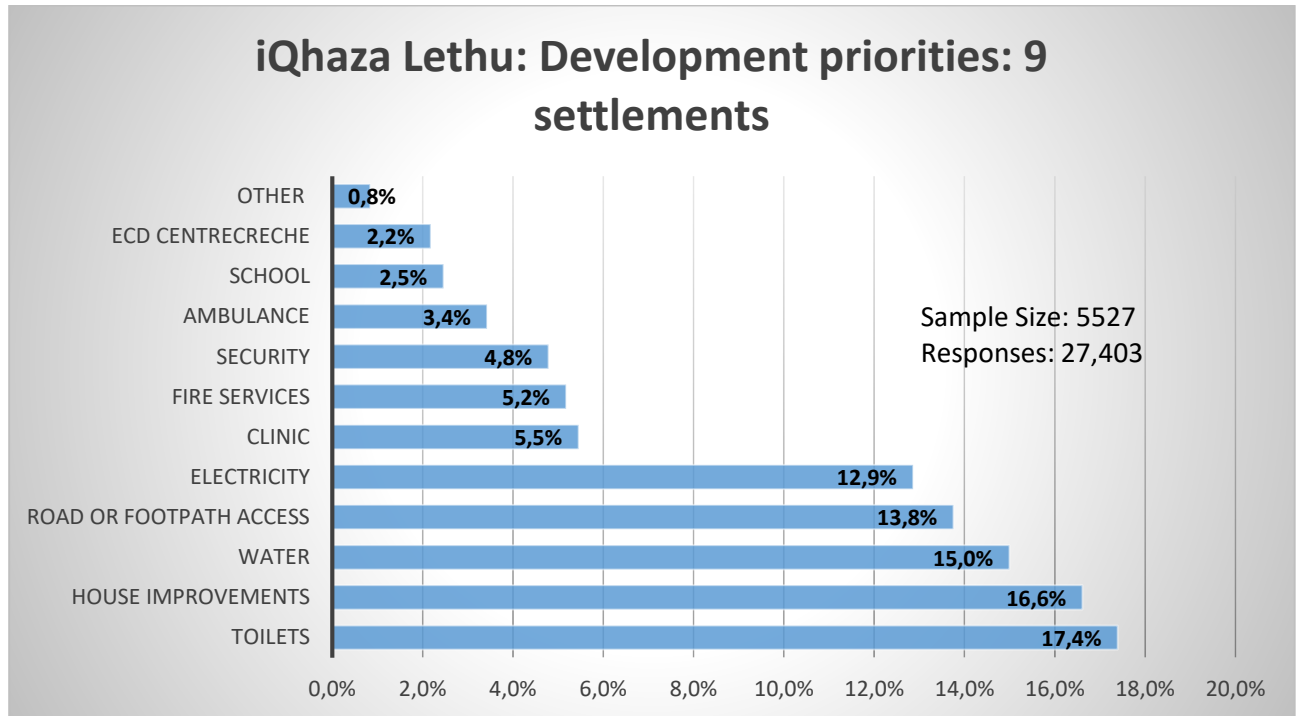
Residents were asked to identify the critical threats to their person and property. During the project period, the team has observed 34 fires, causing 11 deaths and the destruction of 863 structures. This represent almost 11% of all the structure in these settlement destroyed by fire. Residents have highlighted that fire, along with roof leaks and crime, are the issues which most concern them. The top result for each settlement is highlighted in red below.



iQhaza Lethu: Net Density vs Fire risk



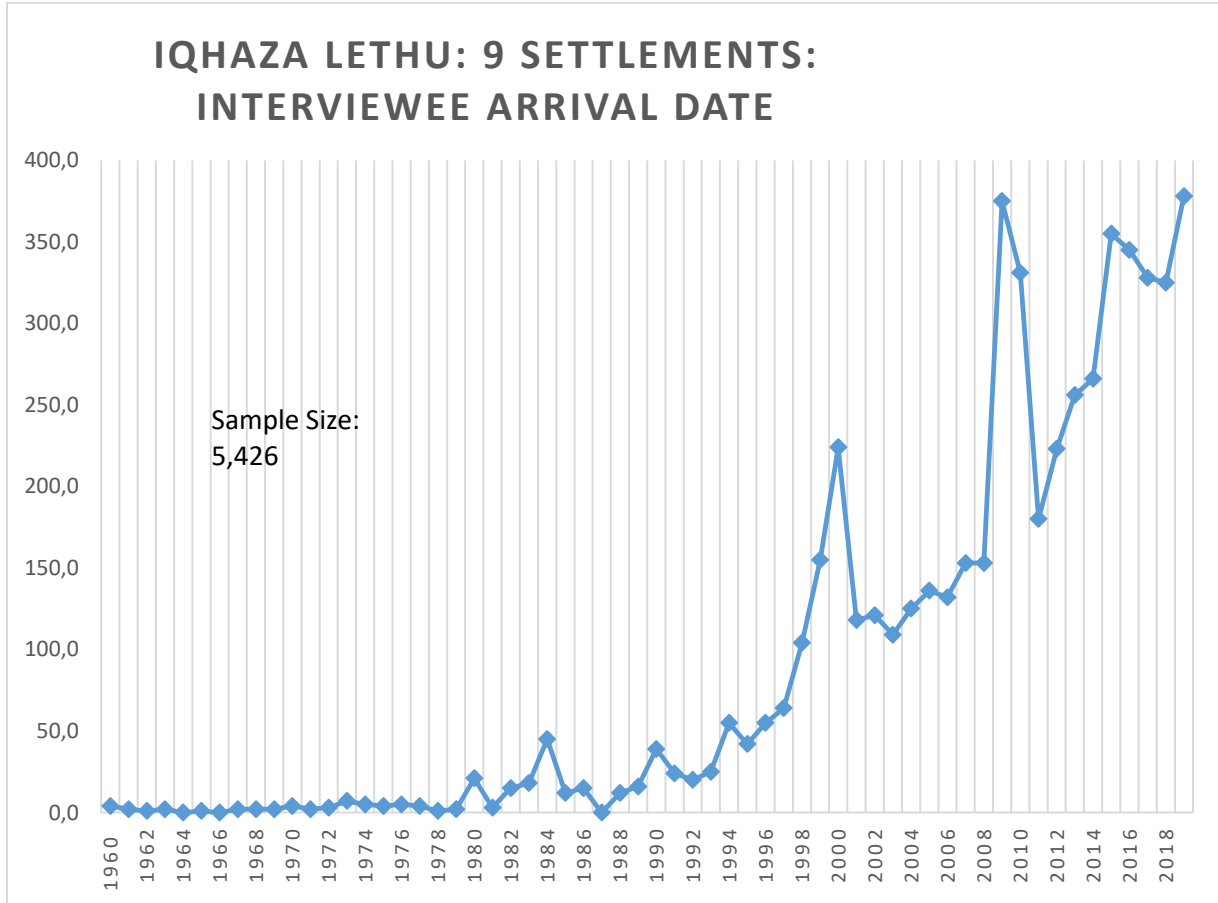
3.2 Development priorities



The development priorities in terms of services provision to the informal settlement communities identified: Toilets (17.4%), House improvements, (16.6%), Water (15%), Roads and footpath access (13.8%) and electricity (12.9%), Although Clinic, Fire services, Security, Ambulance, Schools and ECD were also mentioned. Residents of 5 out of 9 settlements reported that improved sanitation in the form of toilets is their top developmental priority. Electricity, water, roads and footpaths and home improvements were also noted as key priorities.

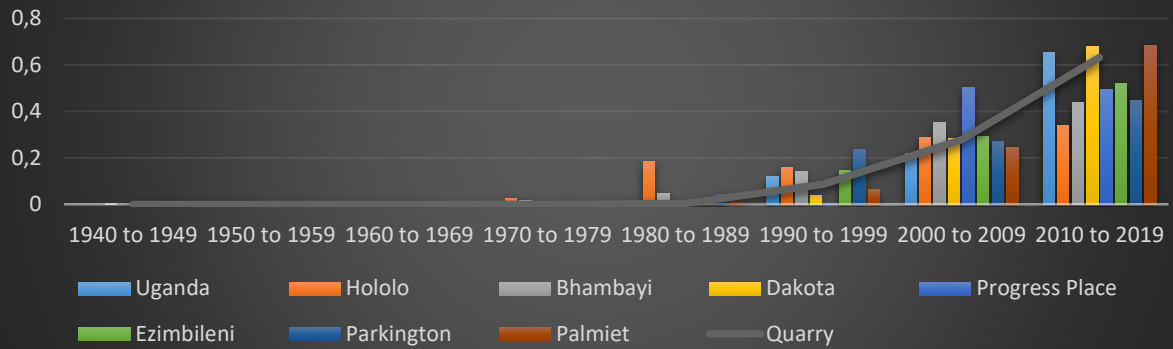
3.3 Settlement Demographics

3.3.1 Settlement arrival date

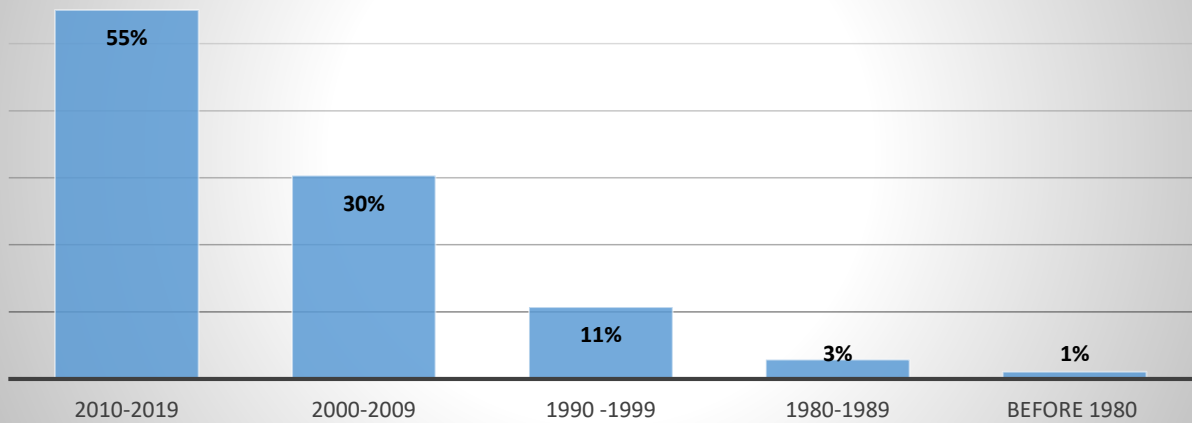


It is interesting to note that within the ten iQhaza Lethu settlements before 1979 very little informal settlement occurred. In most cases there were only a few individuals and families that had settled in the present areas. There were spikes between 1980 and 1986 probably due to the violence in KZN between the political parties of iNkatha and the ANC, Student Violence before the release of Nelson Mandela on the 11 February 1990, as well as violence between the same parties in the nineties, however when looking at the reasons for early settlement almost predominantly the reason provided was predominantly employment opportunities although this violence must have spurred people to find better lives with access to employment in the City. Spike from 1990 on is again dominated by a search for employment opportunities and a better life.

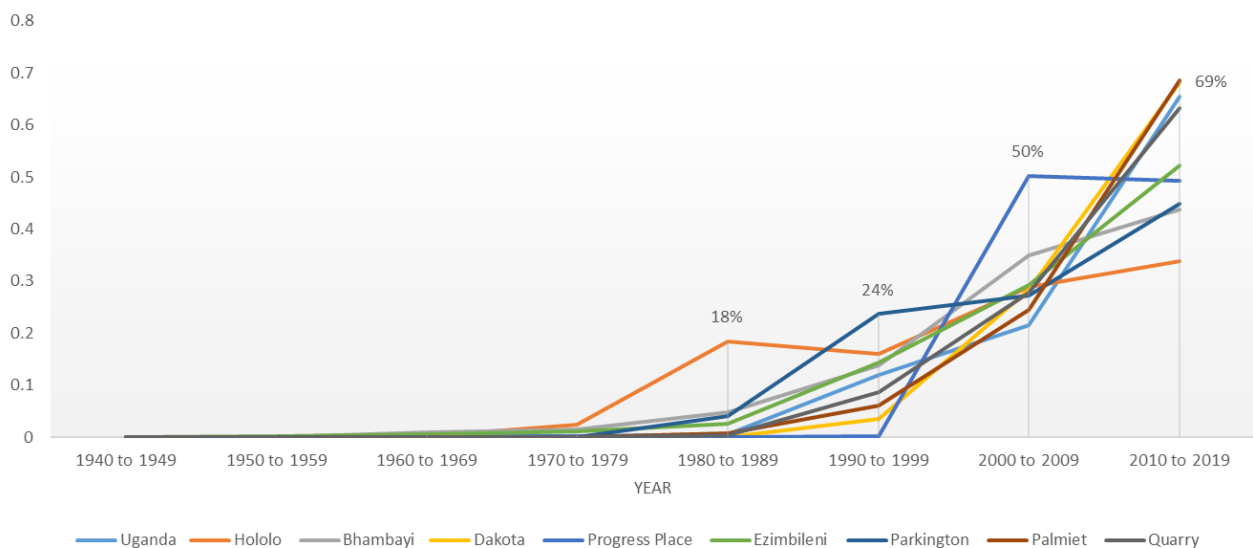
iQhaza Lethu: Settlement Area Arrival Date, 9 Settlements



iQhaza Lethu: Settlement date 9 Settlements

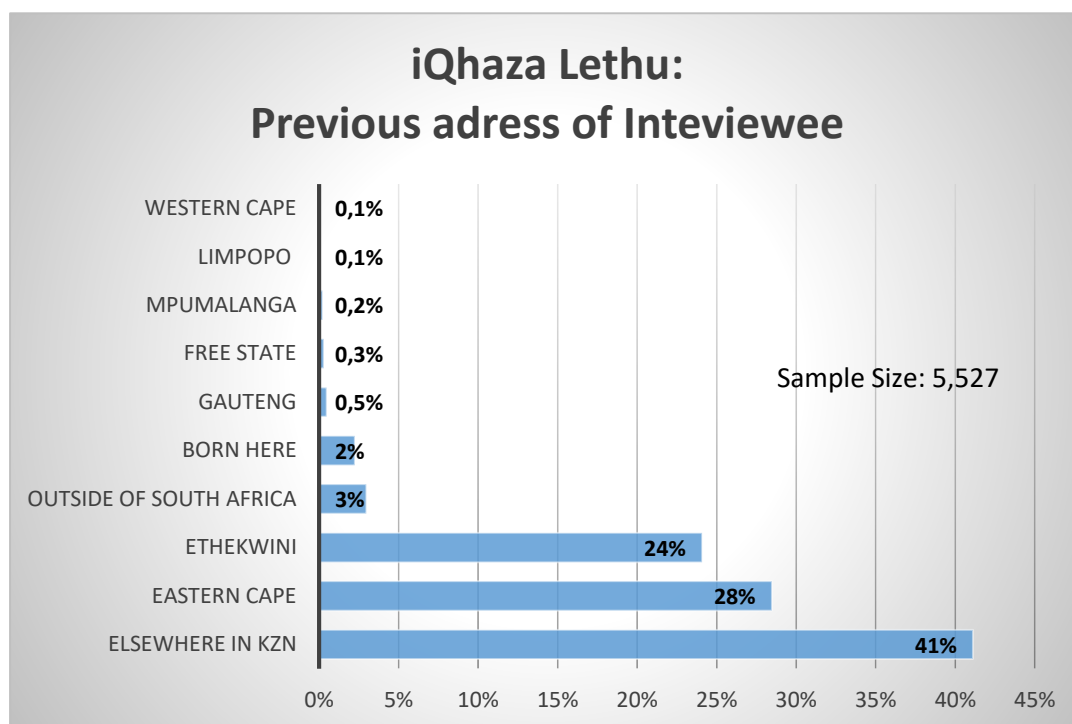


Settlement Arrival Date: All Settlements



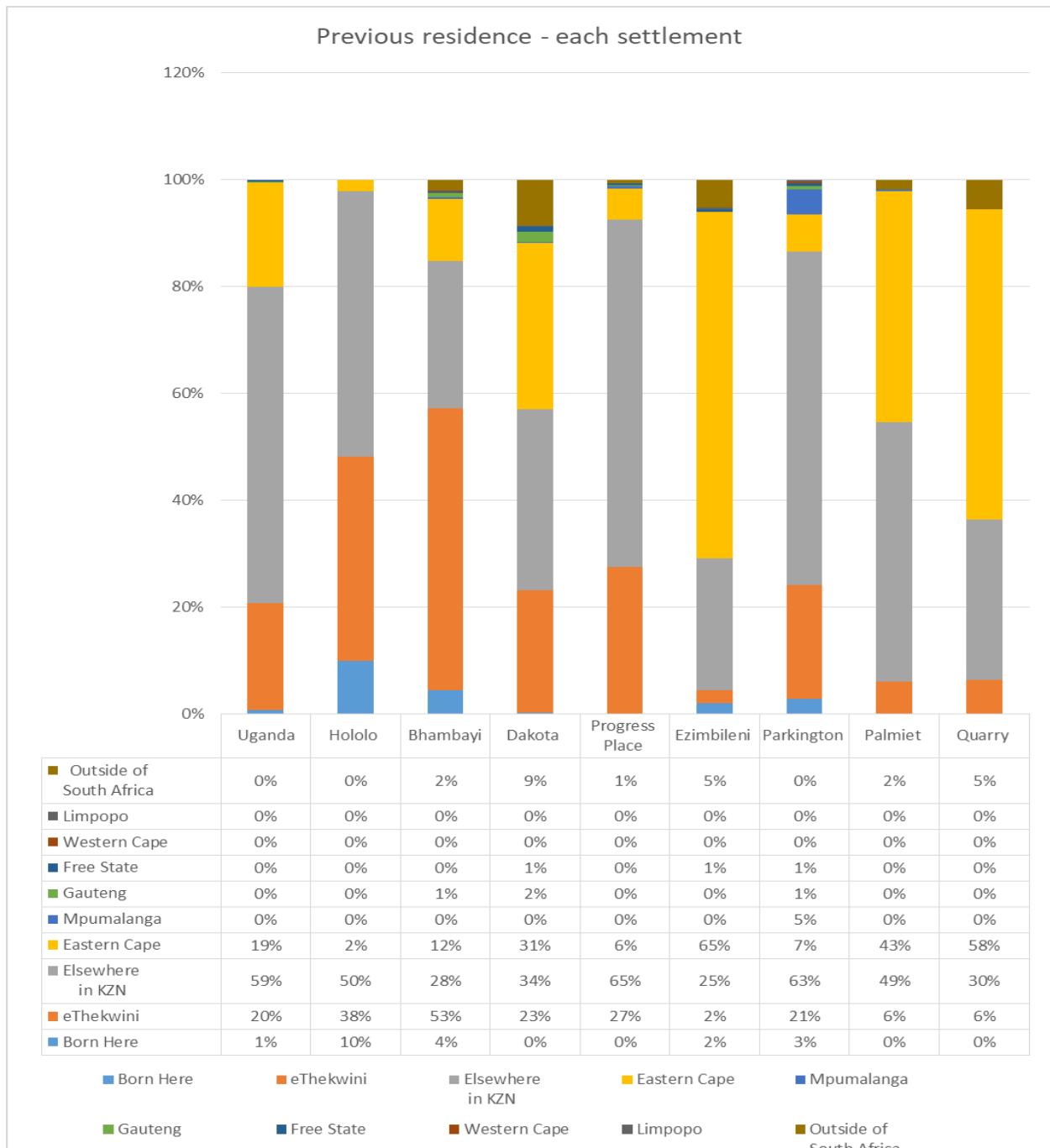
In 4 settlements, the majority of residents have been in occupation for more than 10 years (Hololo City – 66%, Bhambayi – 56%, Progress Place – 51% and Parkington / Thandanani – 55%). While settlement growth grew exponentially from the 1980.

3.3.2 Interviewee previous residence



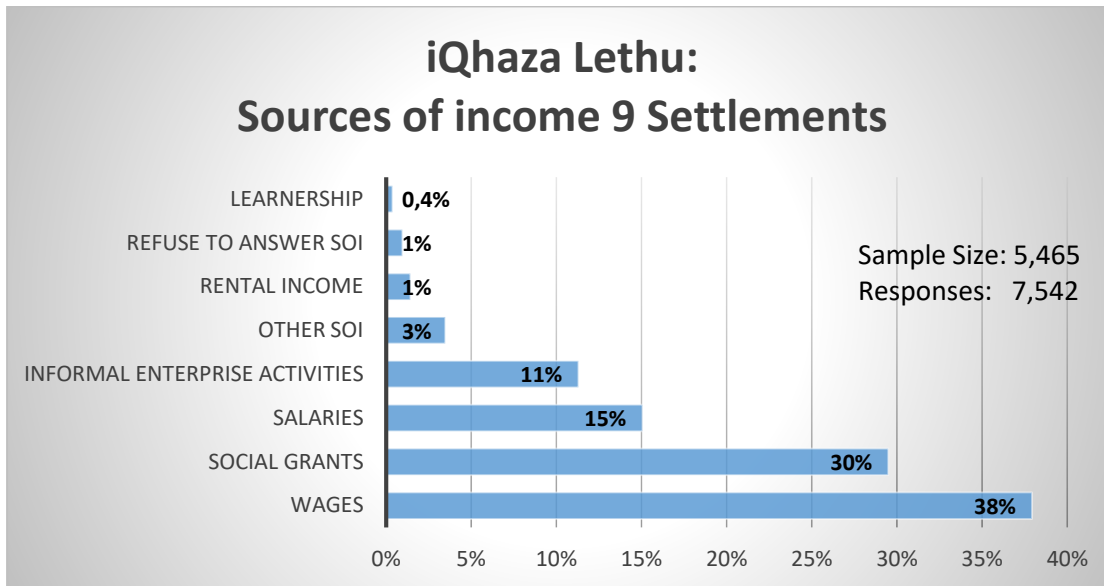
68% of all respondents in the 9 pilot settlements relocated to their current residence from within KZN, 28% fro including 2% (121 respondents) who were born in the settlement. Only 149 respondents (3%) are from outside of South Africa, and only 69 respondents (1.24%) come from Mpumalanga, Limpopo, Gauteng, Western Cape or the Free State.

As the following graph and table illustrate, there is significant variation across settlements. There is a correlation between those settlements with higher employment rate and those with a larger percentage of residents hailing from the Eastern Cape (Dakota, Ezimbileni, Palmiet and Quarry Road).

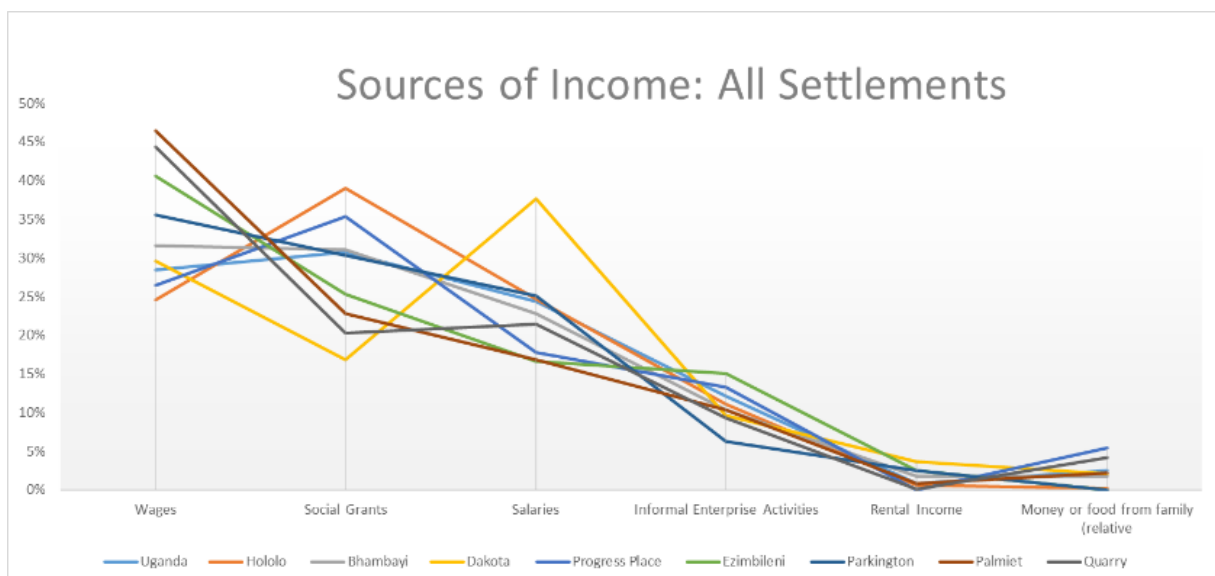


Each settlement has its own distinct character and culture which is reflected in the migration patterns captured in the survey, while settlement such as eZimbileni (65%), Quarry (58%) and Palmiet (43%) have the highest percentages of migration from the Eastern Cape. Settlement in Uganda (79%), Hololo (88%), Bhambayi (81%) and Parkington (84%) are more locally sourced with initial migration coming from eThekwini or elsewhere in KZN.

3.3.3 Sources of income

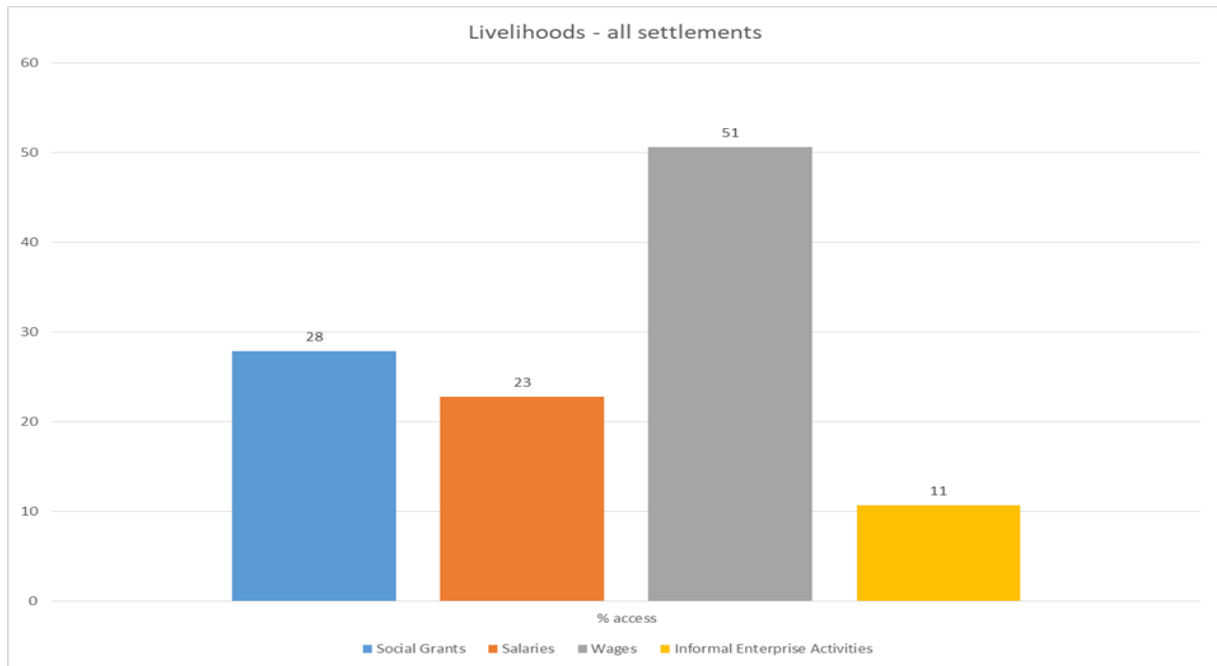


Significantly, 53% of residents enjoy some level of formal income in the form of either wages or salaries (38% and 15% respectively) whilst 11% derive income from informal enterprises activities. (11%). 30% of households derive income from government social grants. Whilst this is of concern, it is significantly lower than in other municipalities (e.g. surveys in uMhlathuze informal settlements in 2015 such as Nseleni and Mzingazi showed 76% and 68% of income derived from social grants). Dakota has the highest percentage of salaries as a source of income at 38%, noting its location within an industrial area. Dependency on social grants is highest in the less well-located settlements such as Hololo (39%), Progress Place (35%), Uganda (31%) and Bhambayi (31%).

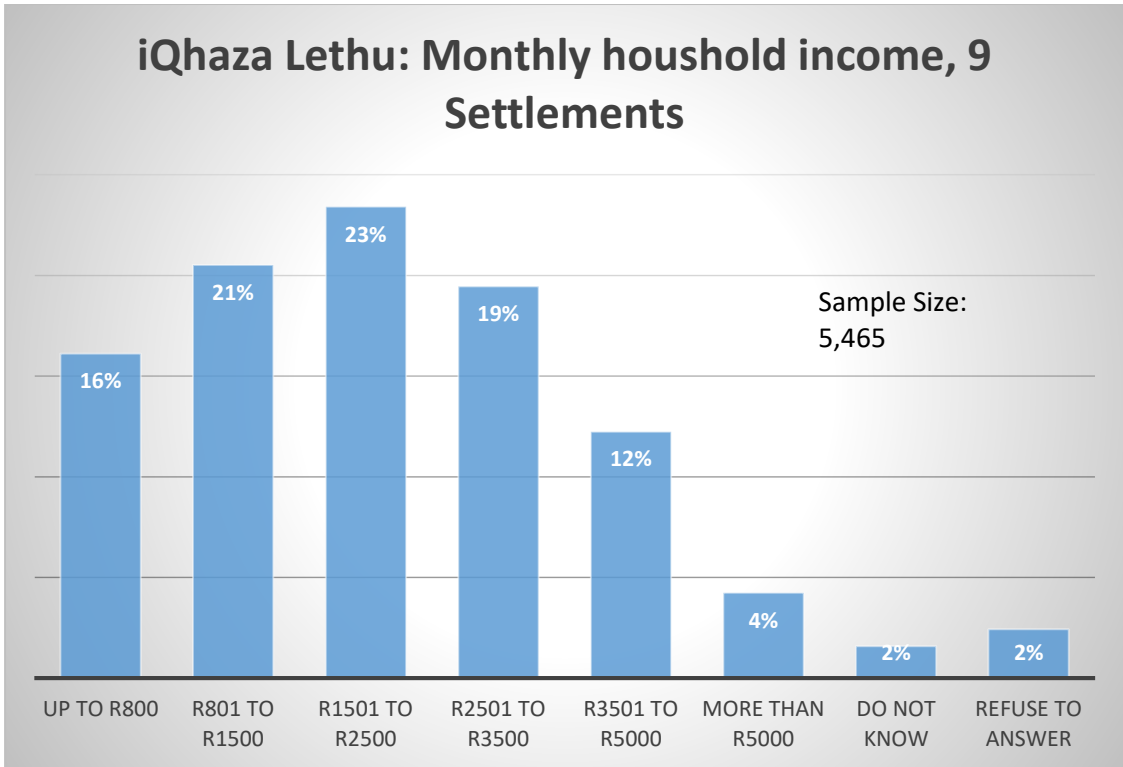


There is a significant percentage of households in the iQhaza Lethu settlements that survive on wages, social grants with a lesser dependence on salaries, Dakota is the exception with the highest percentage of salaries as a source of income. Dakota's location within an industrial area with a

greater pool of potential jobs is reflected in their sources of income. Dependency on social grants is highest in Hololo (39%), Progress Place (35%), Uganda (31%) and Bhambayi (31%).

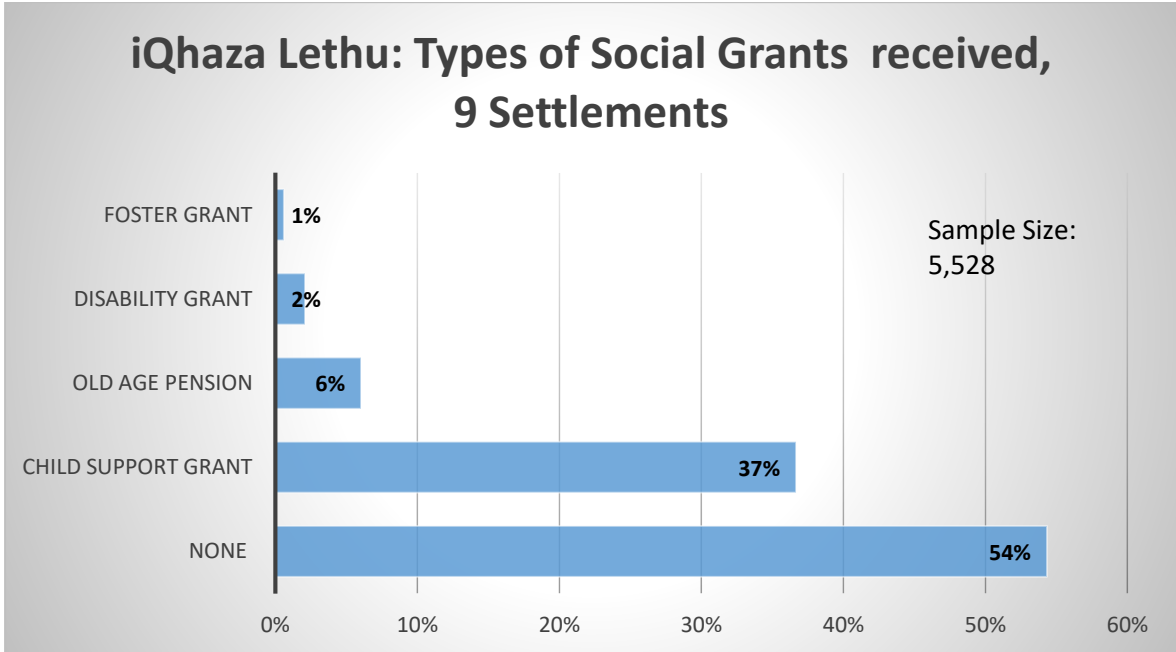


28 % of respondents across all settlements have access to social grants. The General Household Survey 2021 conducted by Stats SA indicates that 30.9% of individuals, and 45% of households across South Africa receive a social grant. More than 74% receive income from a wage or salary, and only 11% receive income from informal enterprise activities.

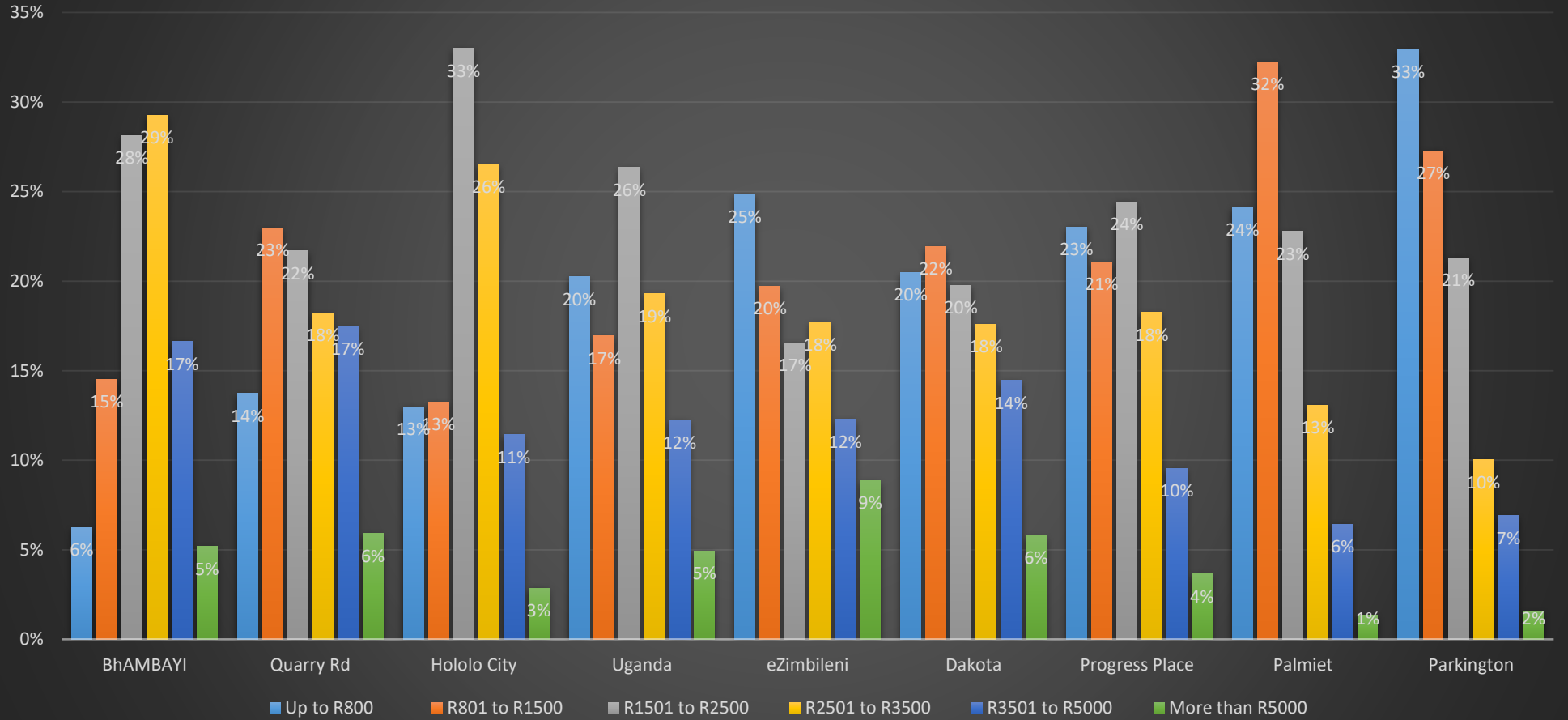


Income levels are relatively low with 91 % earning less than R5, 000 and 79% earning less than R3, 500 per month.

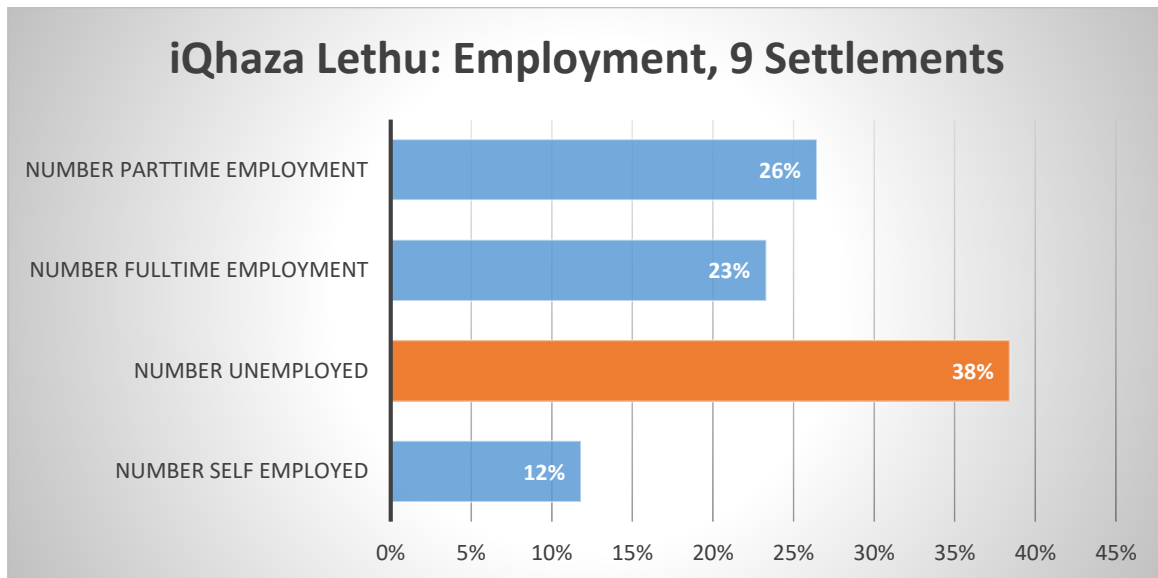
Dakota is settlement with the highest percentage of salaries as a source of income. Dakota’s location with in an industrial area with a greater pool of potential jobs is reflected in their sources of income. Dependency on social grants is highest in Hololo (39%), Progress Place (35%), Uganda (31%) and Bhambayi (31%).



iQhaza Lethu: Household income per Settlement

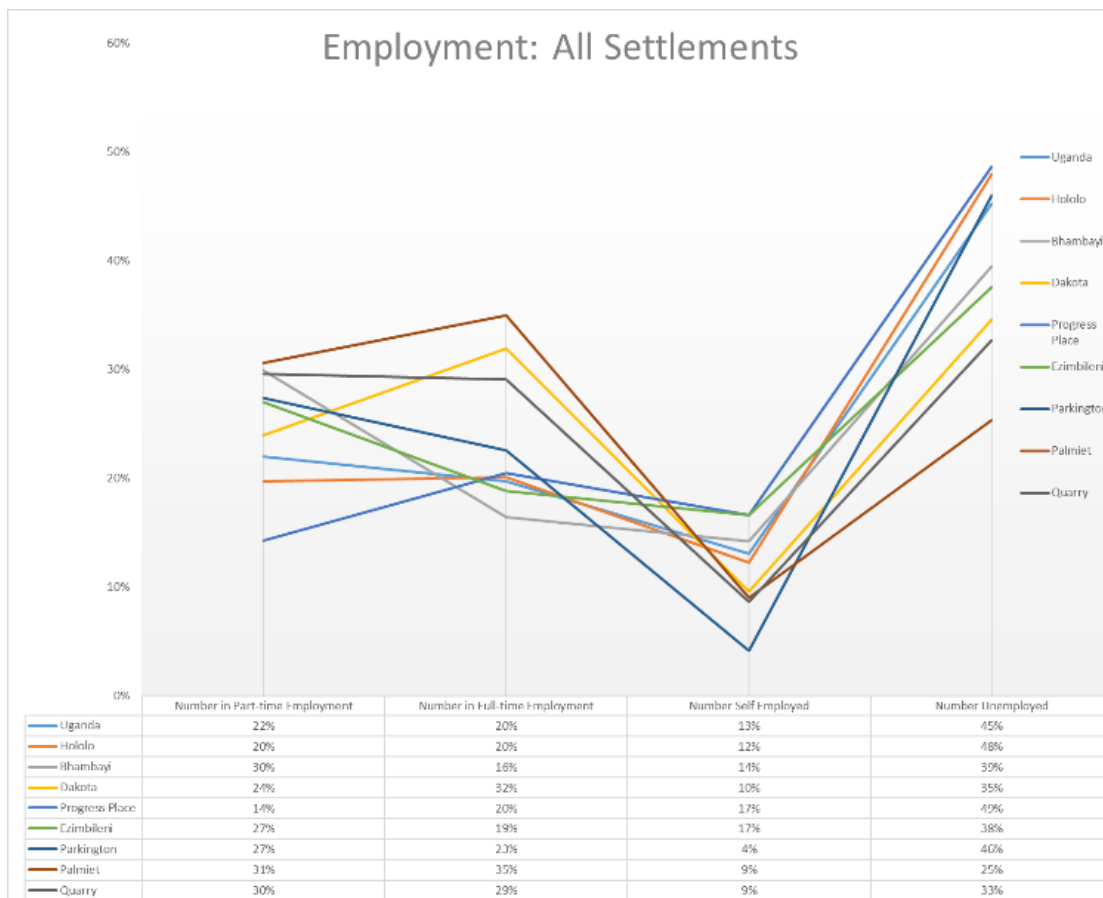


3.3.4 Employment



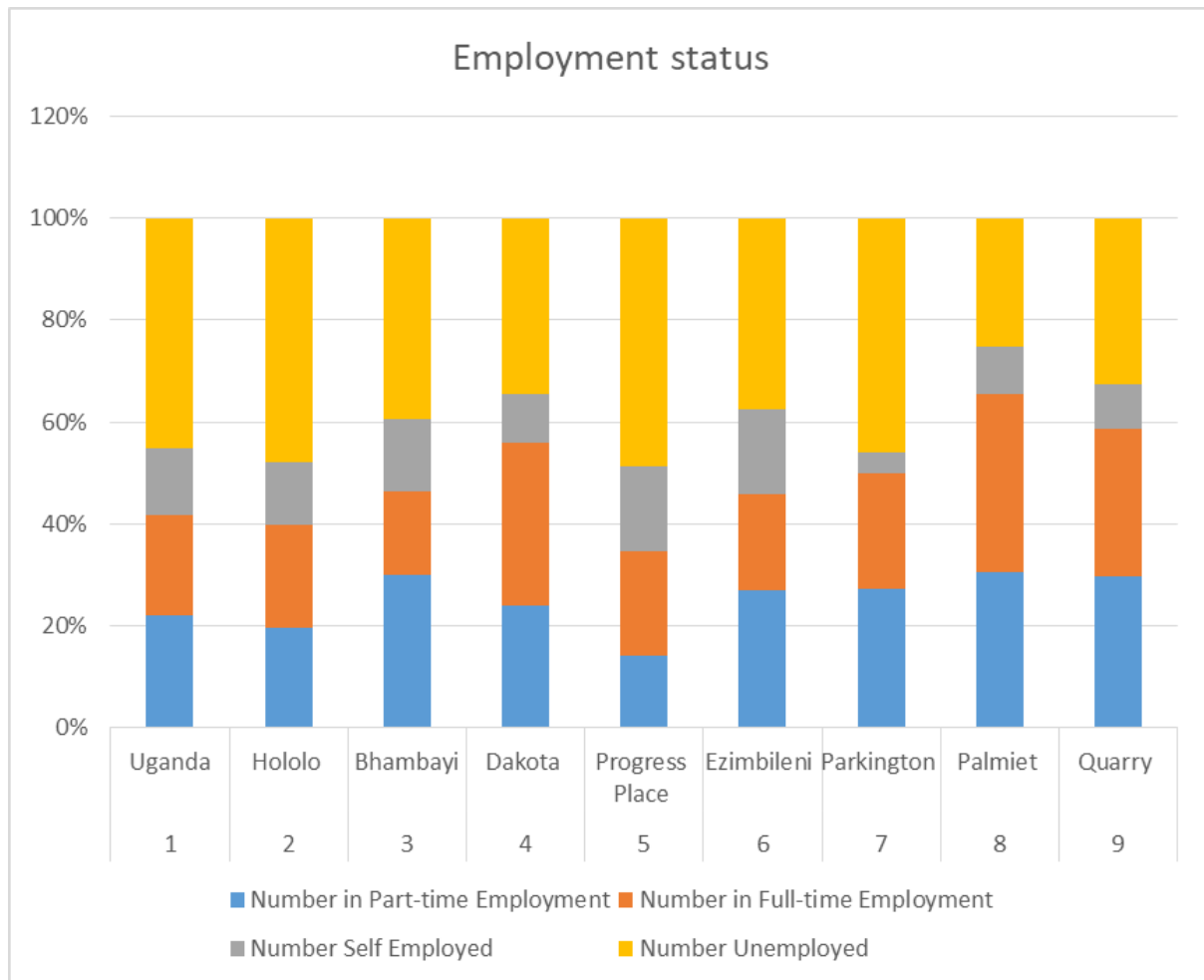
Unemployment levels are high with 38% of informal settlers indicating that they are unemployed, the official unemployment rate in eThekweni in 2022 is reported as 28, 7%, although a report from September 2021 indicate that 40% of the cities adult population having given up on looking for work.

While Progress Place (49%) and Hololo City (48%), have the highest levels of unemployment. Wages, social grants and salaries are the main sources of income with the dependency on social grants highest in Hololo (39%), Progress Place (35%), Uganda (31%) and Bhambayi (31%). Dakota is an exception with the highest percentage of salaries (38%) as a source of income, this is due to its location within an industrial area with a greater pool of potential local jobs. The primary threats and vulnerabilities identified include crime, roof leaks, fire, flooding, landslides, violence and shocks from electrical wires.

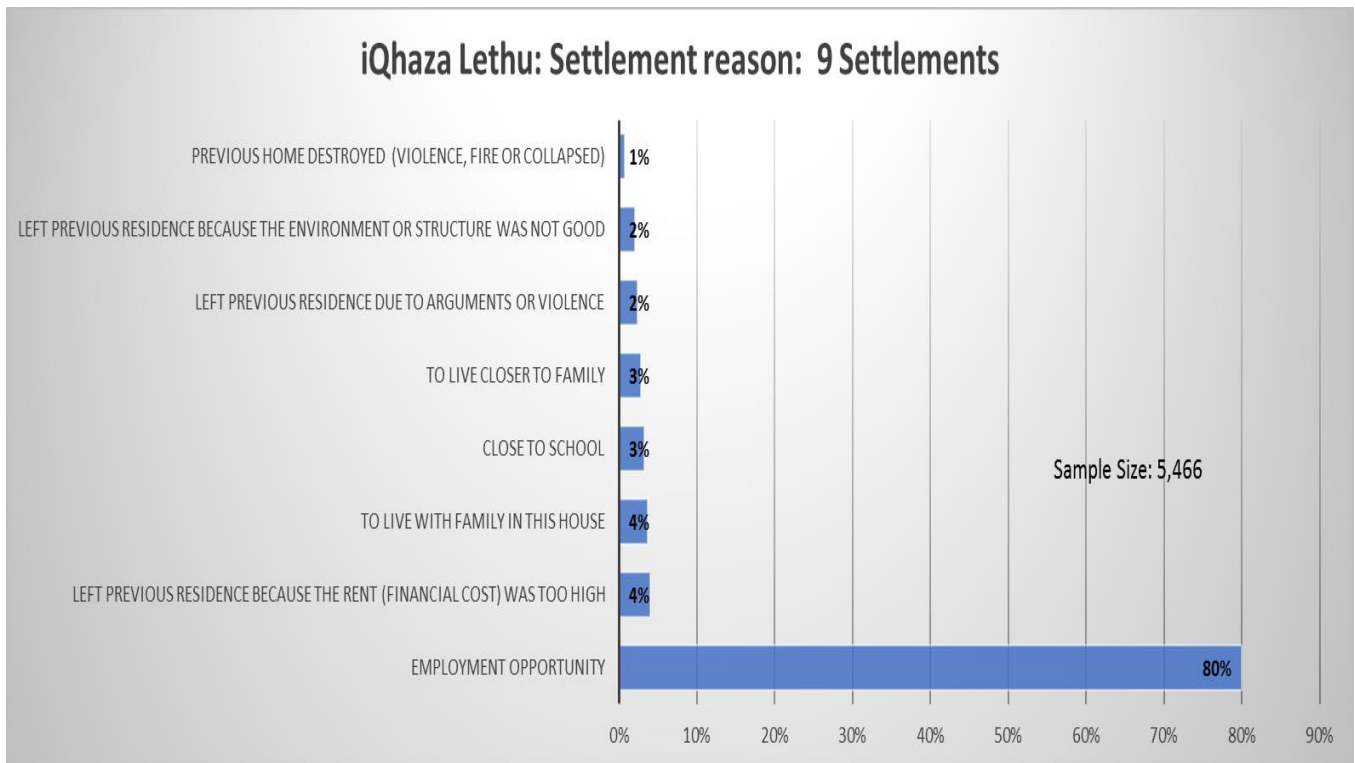


Unemployment levels are high with an average unemployment of 40% across each settlement: Progress Place (49%) and Hololo City (48%), have the highest levels of unemployment. The average for part time employment is 25% while the average for self-employment is 12%.

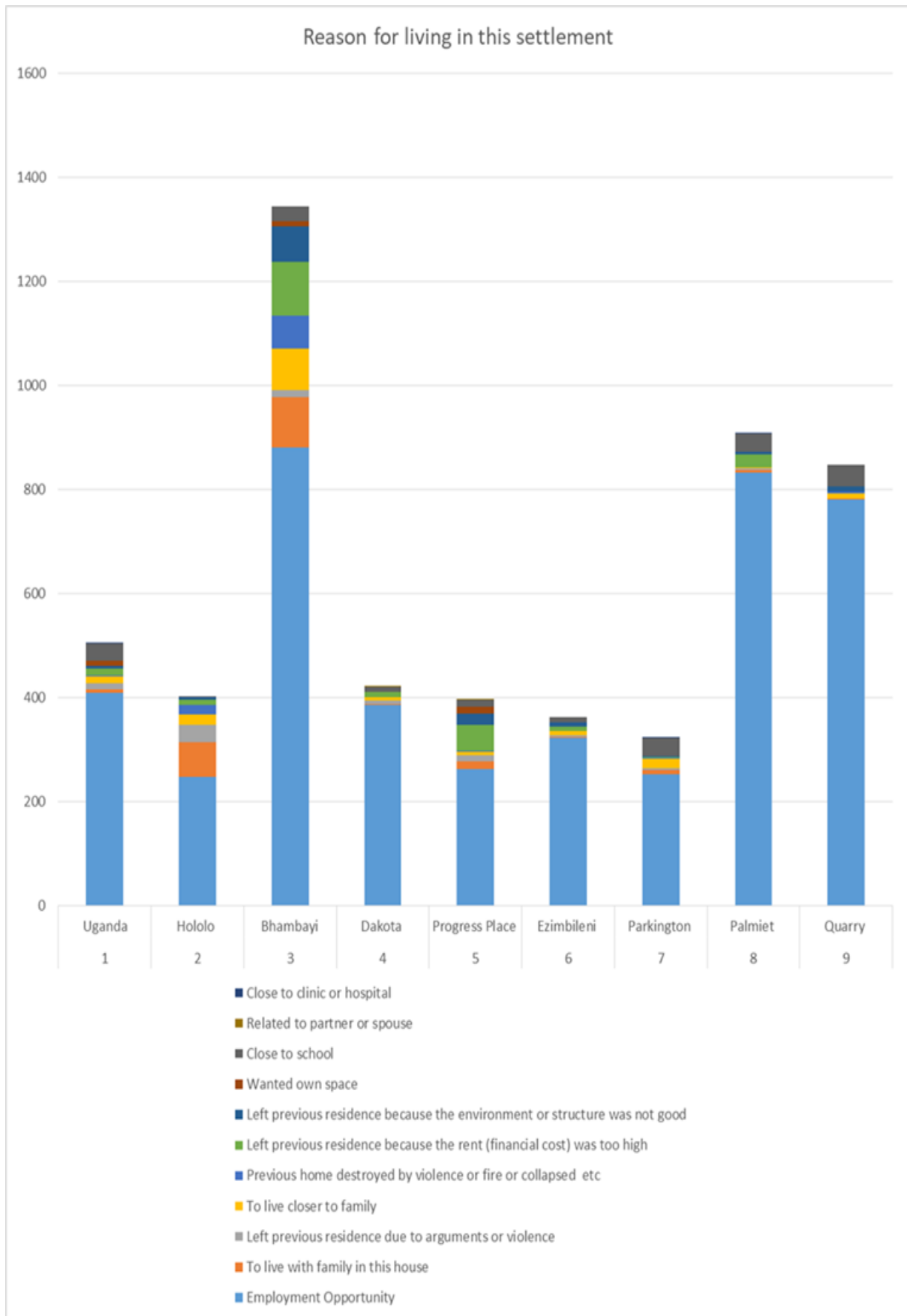
However, in well-located settlements like Dakota Beach (35%), Palmiet (25%) and Quarry Road, unemployment is much in line with or below the national average of 30%, as estimated by Stats SA in the Quarterly Labour Force Surveys for 2020.



3.3.5 Reason for settlement

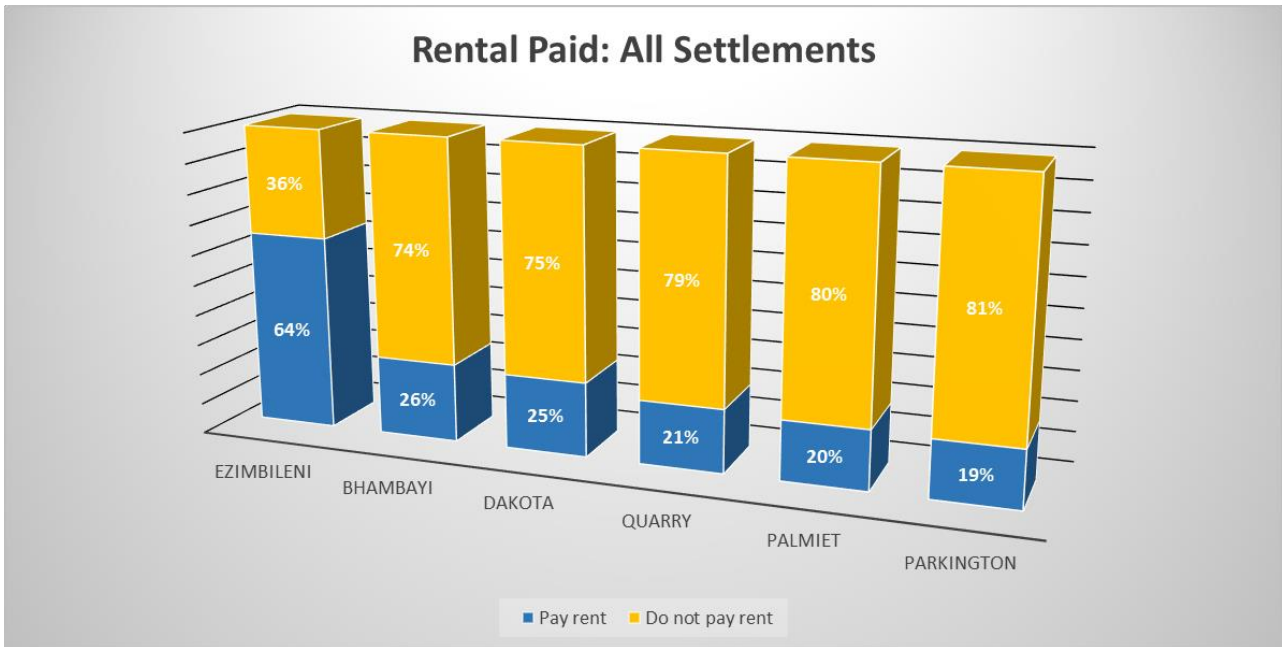


The predominant reason for settlement is a search for employment opportunities at 80% with the remainder of reasons such as lower rental, living with or closer to family, access to schools are also mentioned. While only 3% indicated that violence of some sort was the reason for settlement.



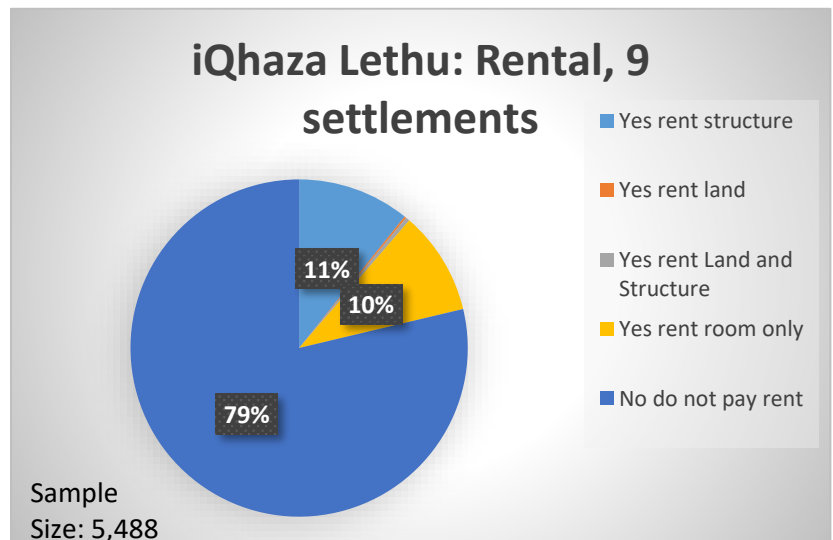
3.4 Land and tenure

3.4.1 Rental

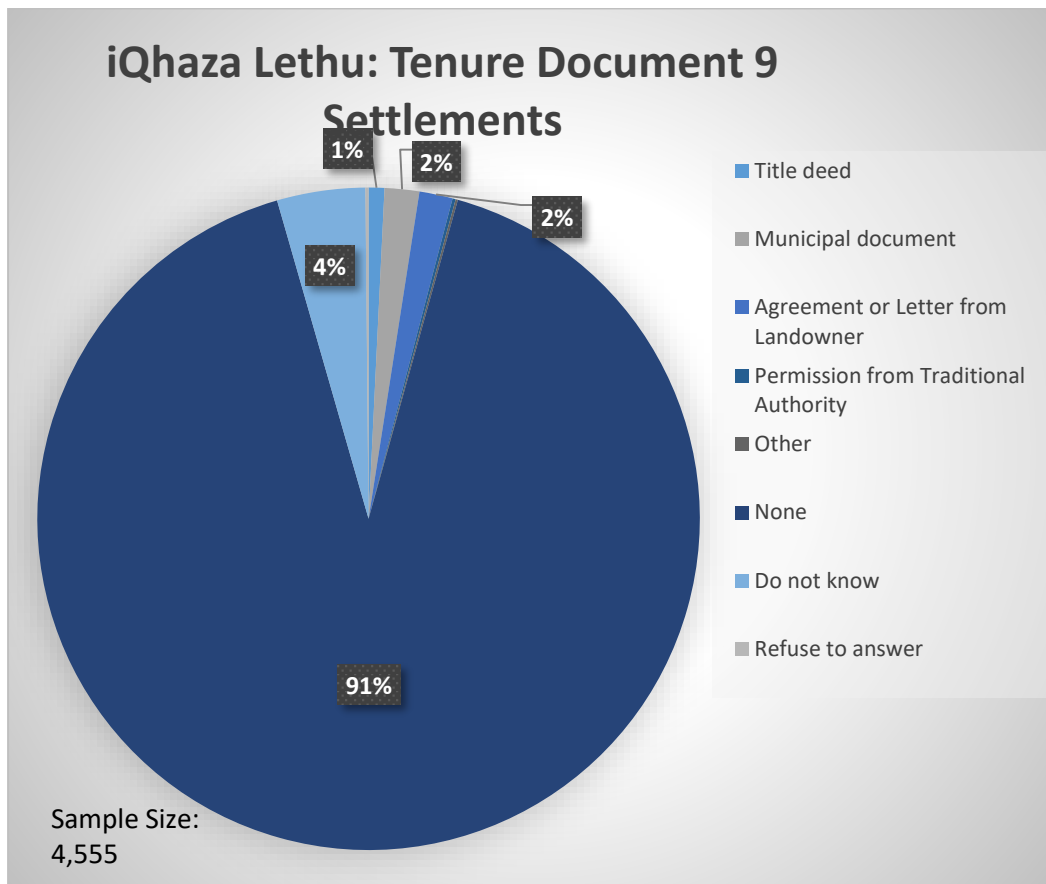


Overall, across the 9 settlements, 1169 (21%) respondents reported paying rent for the structure in which they live. There is significant variation across settlements, with 64% of residents in Ezimbileni paying rent, and only 1% in Progress Place

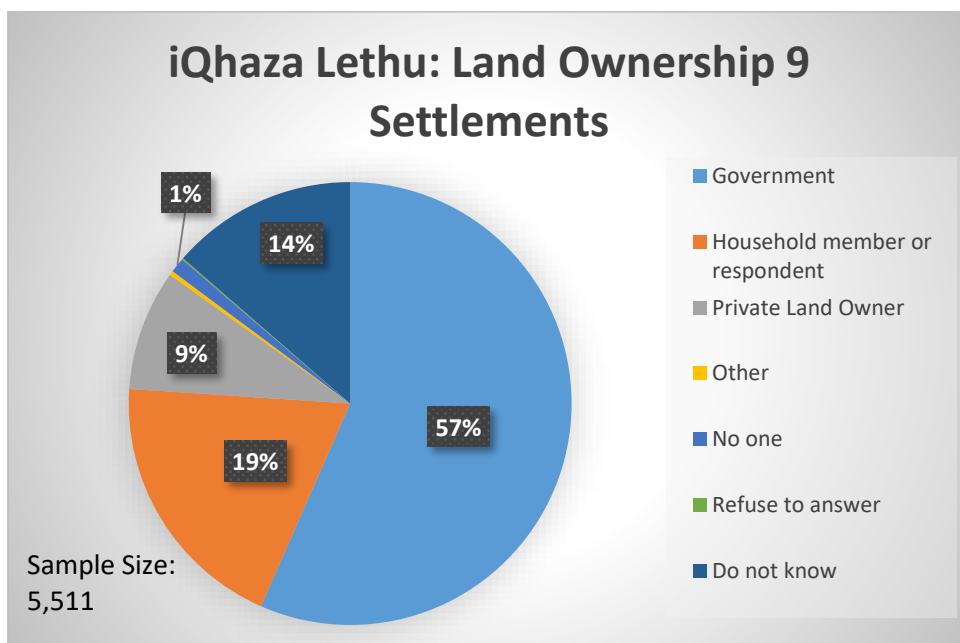
Overall cumulatively across the 9 settlements 79% indicated that they do not pay rent, with 11% renting their structure and 10% renting a room only. Rental is significantly higher in eZimbileni with 65% of the households renting, this figure is much lower in the other settlements with rental household percentages ranging from 19% to 26%. Communities mentioned home improvements (18%), toilets (17%), water (15%), roads and footpaths (14%) and electricity (13%) as the most important household services their communities required. ‘



3.4.2 Tenure and land ownership



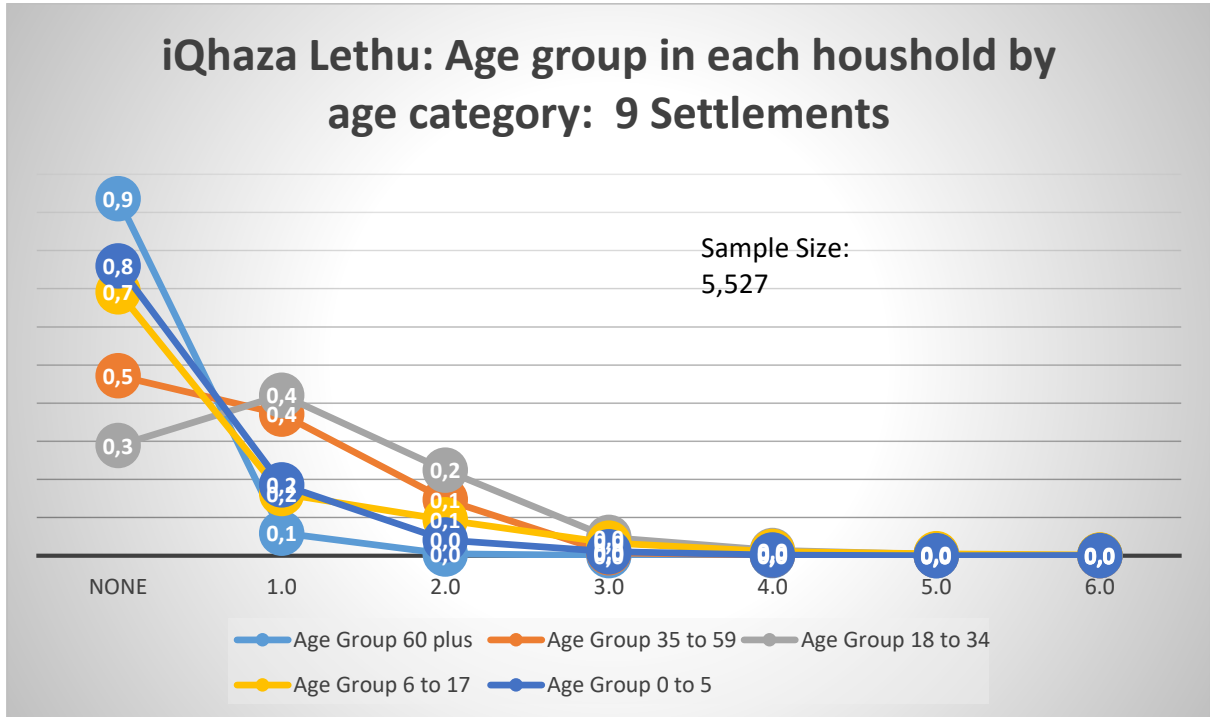
91% of respondents do not have a title deed.



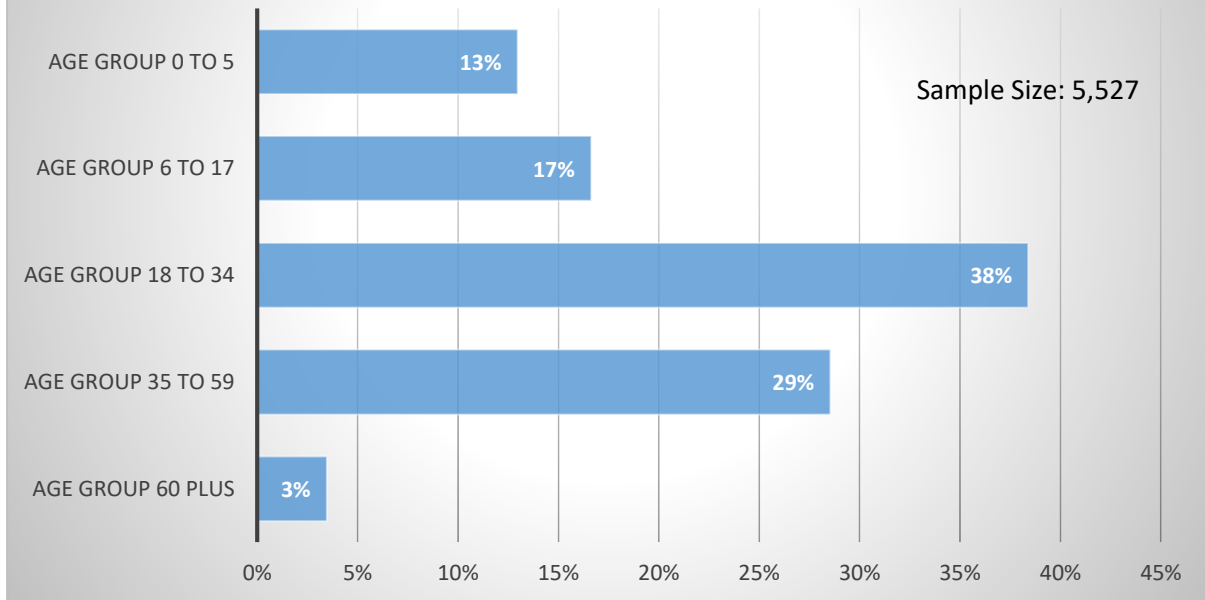
57% believe the municipality own the land while 19% believe they or a household member do own the land while 9% believe a private owner owns the land. 14% do not know.

3.5 Household demographics

3.5.1 Age groups in households



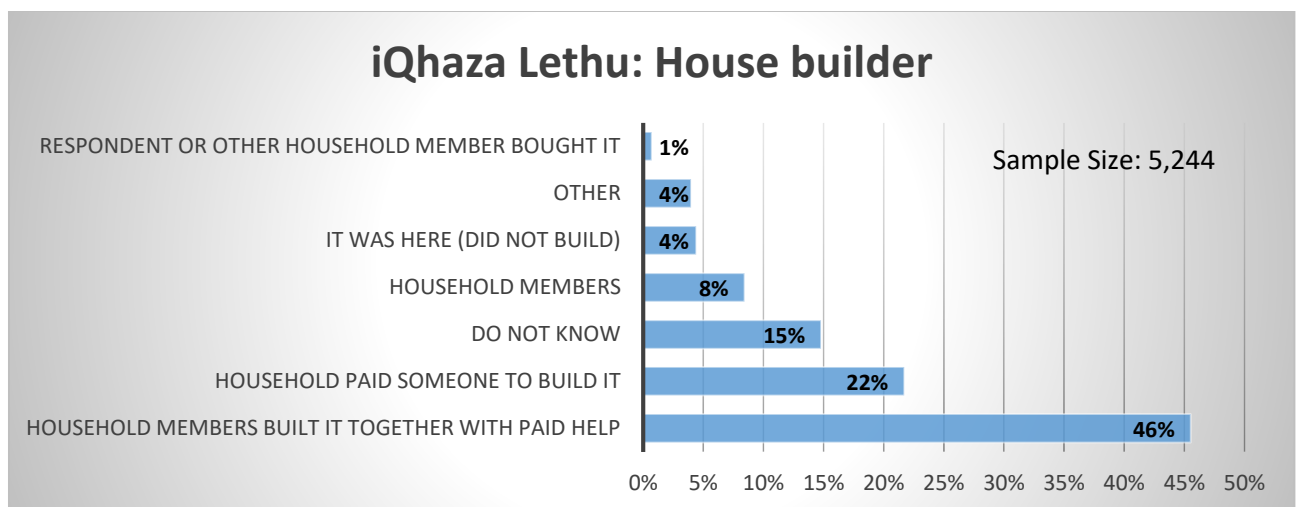
iQhaza Lethu: Age groups in each household by totals %: 9 Settlements



The above graph clearly indicates the low age distribution in the surveyed settlements with 30% younger than 18 years and 68% younger than 34 years.

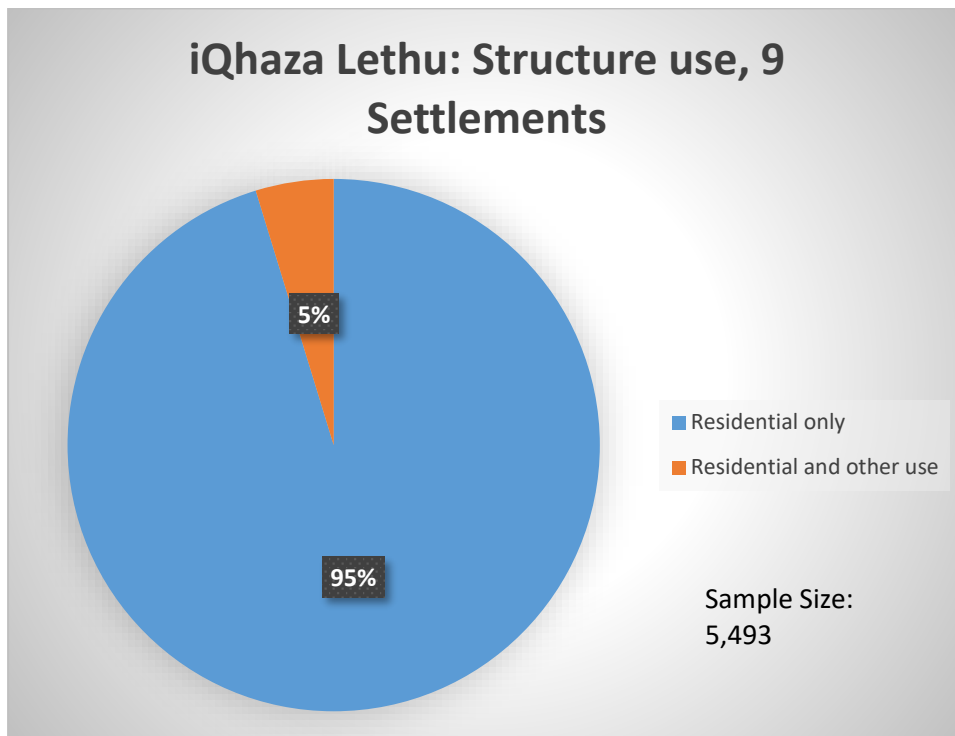
3.6 Housing

3.6.1 Who built the house



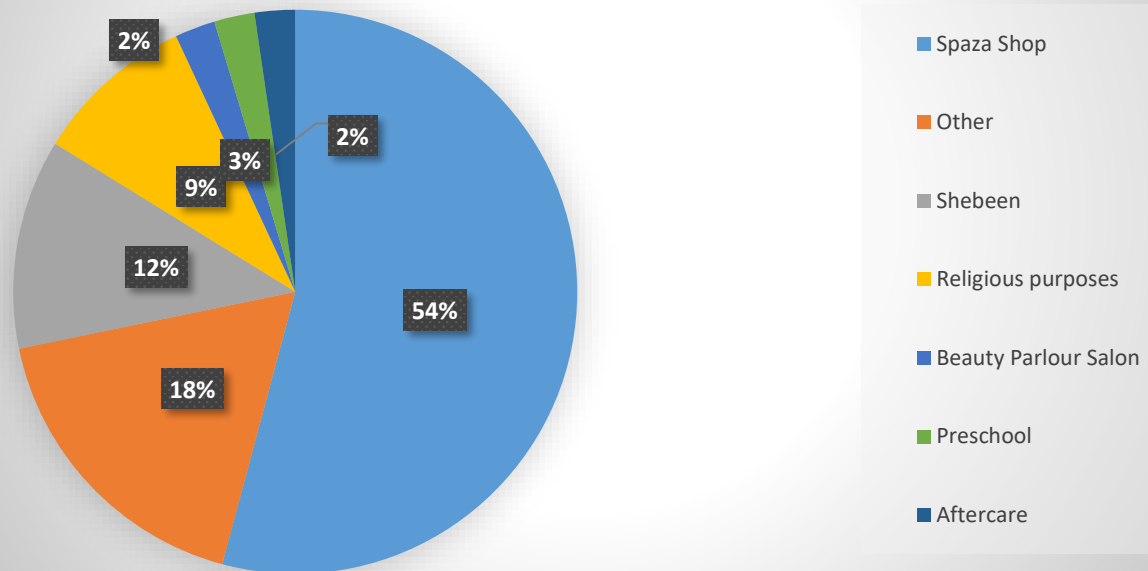
An interesting misconception is that most residents build their own structure with no paid assistance, however the survey results indicate that over 68% of households either paid a shack builder (22%) or at least assisted a paid shack builder to build their new homes. An only 8% of households indicated that they build their own homes.

3.6.2 Use of structure



The predominant use of structure is residential 95%

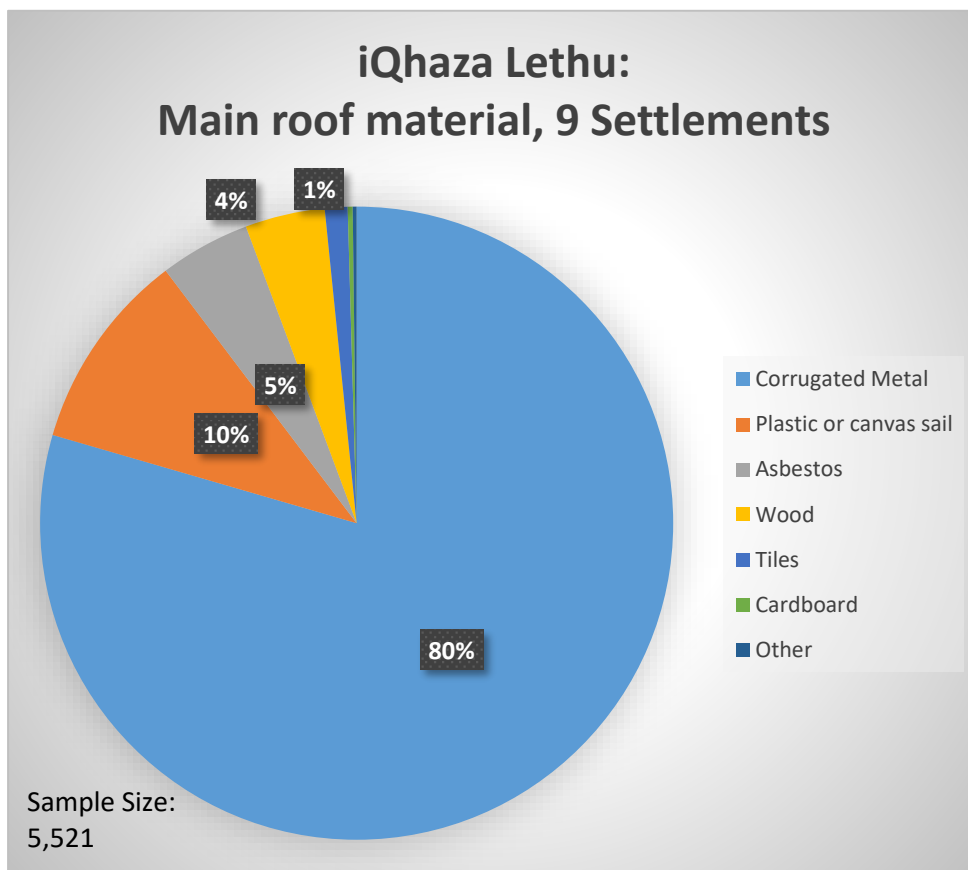
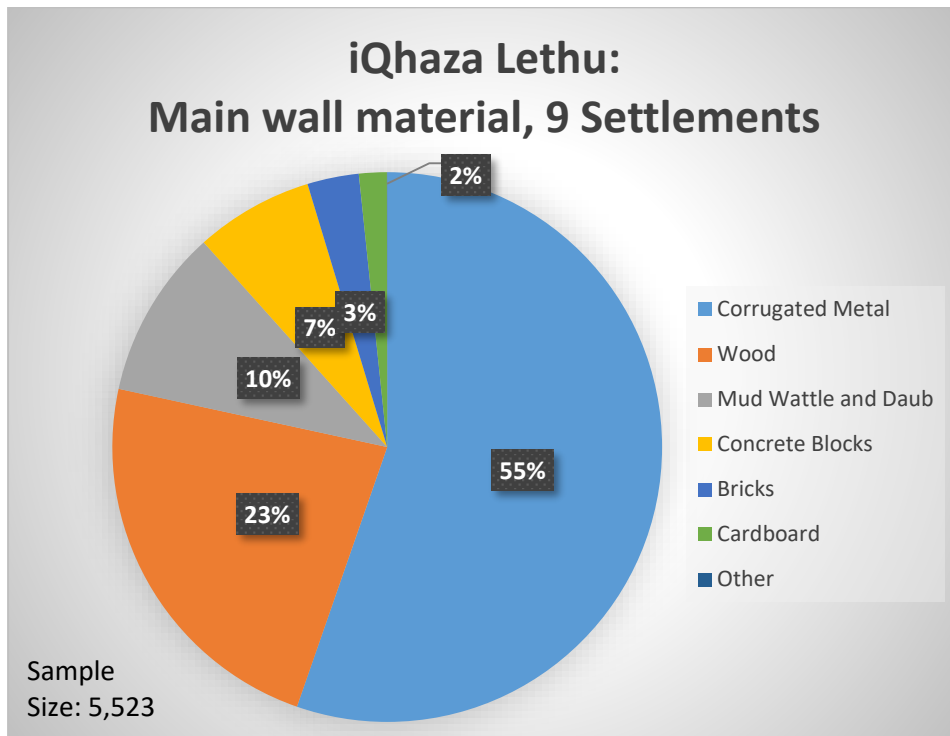
iQhaza Lethu: Structure non residential use, 9 Settlements



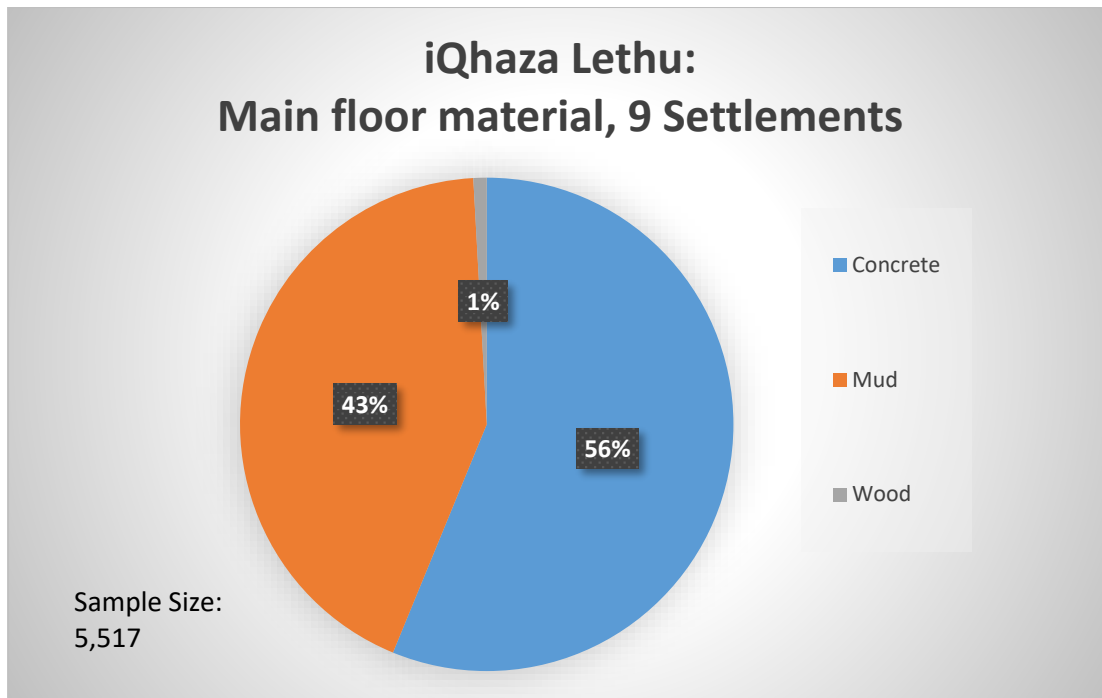
Sample Size: 216

Other structure use is dominated by Spaza Shops (54%), other (18%), and Shebeens at 12% while 9% indicate the structure is used for religious purposes.

3.6.3 Materials of structure



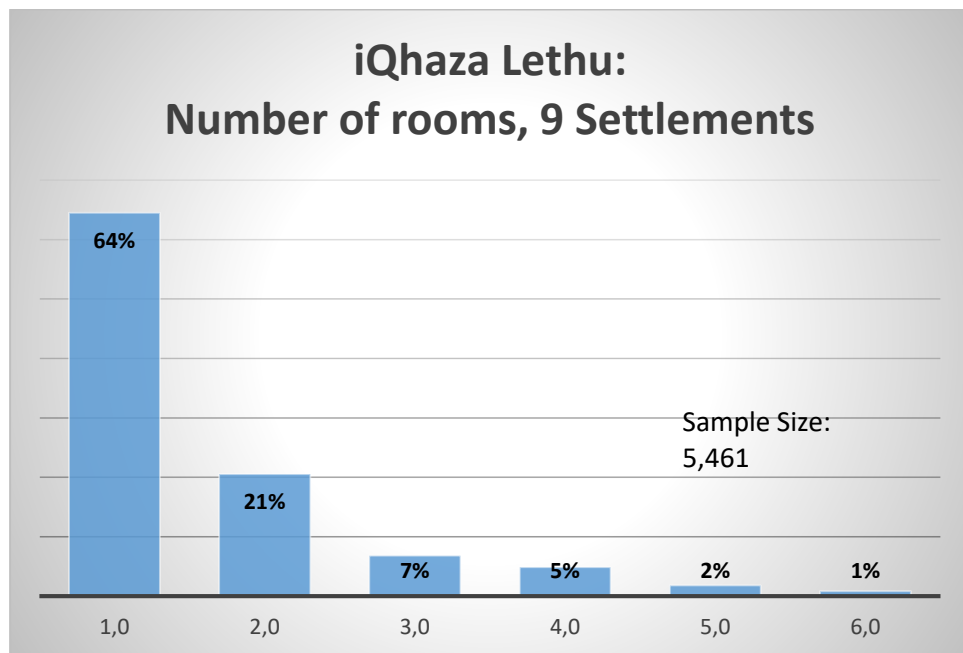
iQhaza Lethu: Main floor material, 9 Settlements



From the data below it is clear that few permanent materials are used in the construction of homes in informal settlements with only 10% of walls made up of more formal concrete blocks and bricks. 1% using tiles for roofs and most floors made of informal mud or concrete screed.

- Structure materials: The predominant materials used in the construction of informal structures is as follows:
- Walls: Corrugated Metal (55%), and Wood (23%), 10% Mud Wattle and daube, with only 10% made up of more formal concrete blocks and bricks.
- Roof: Corrugated Metal (80%), Plastic or canvas (10%) and Asbestos (5%) with only 1% using tiles.
- Floor: Predominantly concrete (56%) and Mud (43%)

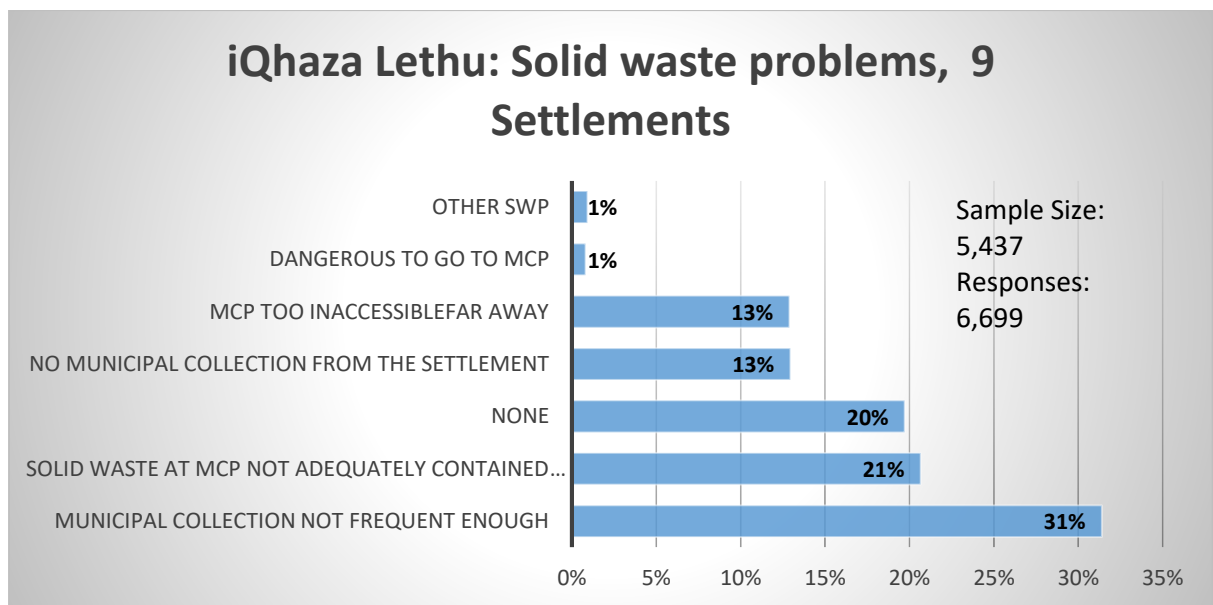
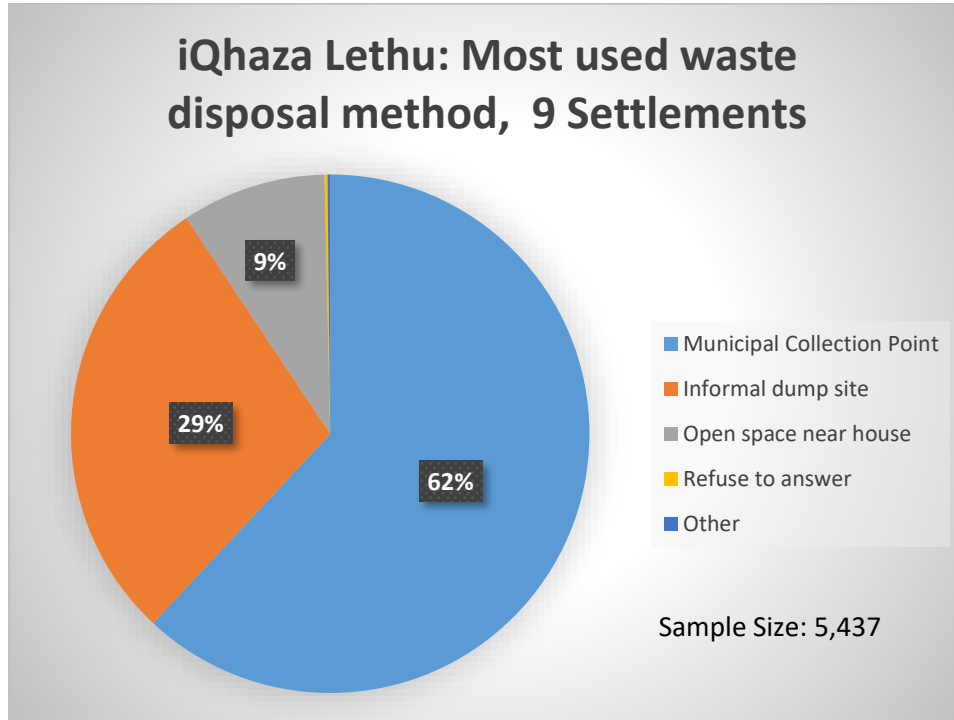
3.6.4 Number of rooms



64% of informal residents in the 9 settlements only have one room, 21% have 2 rooms, while three room households (7%) and 4 room households (5%). This data is supported by the IL survey that indicate that 78% of the residents are single and only 6% are married.

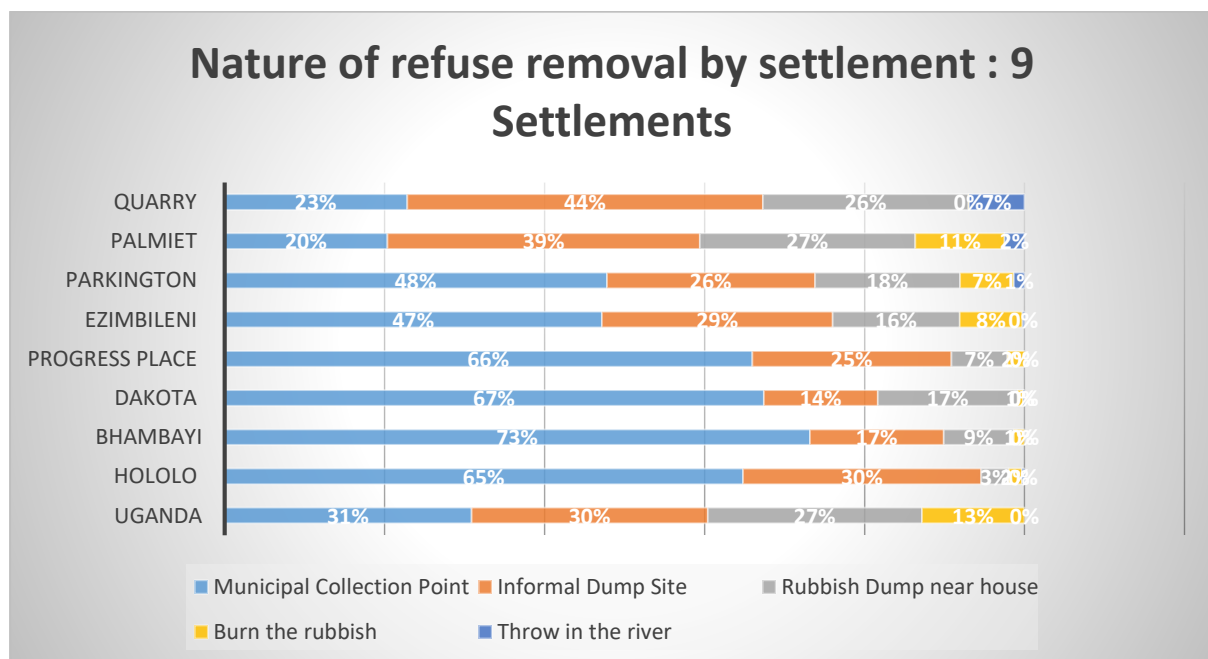
3.7 Municipal services

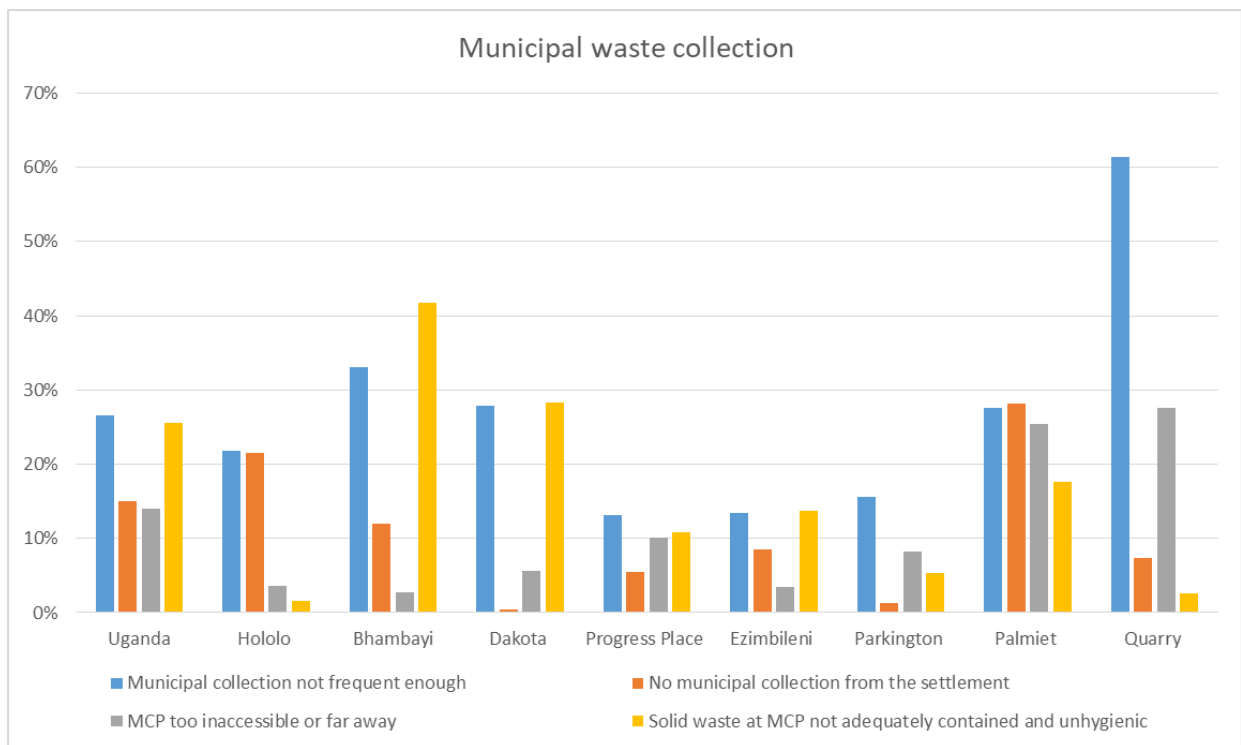
3.7.1 Solid waste



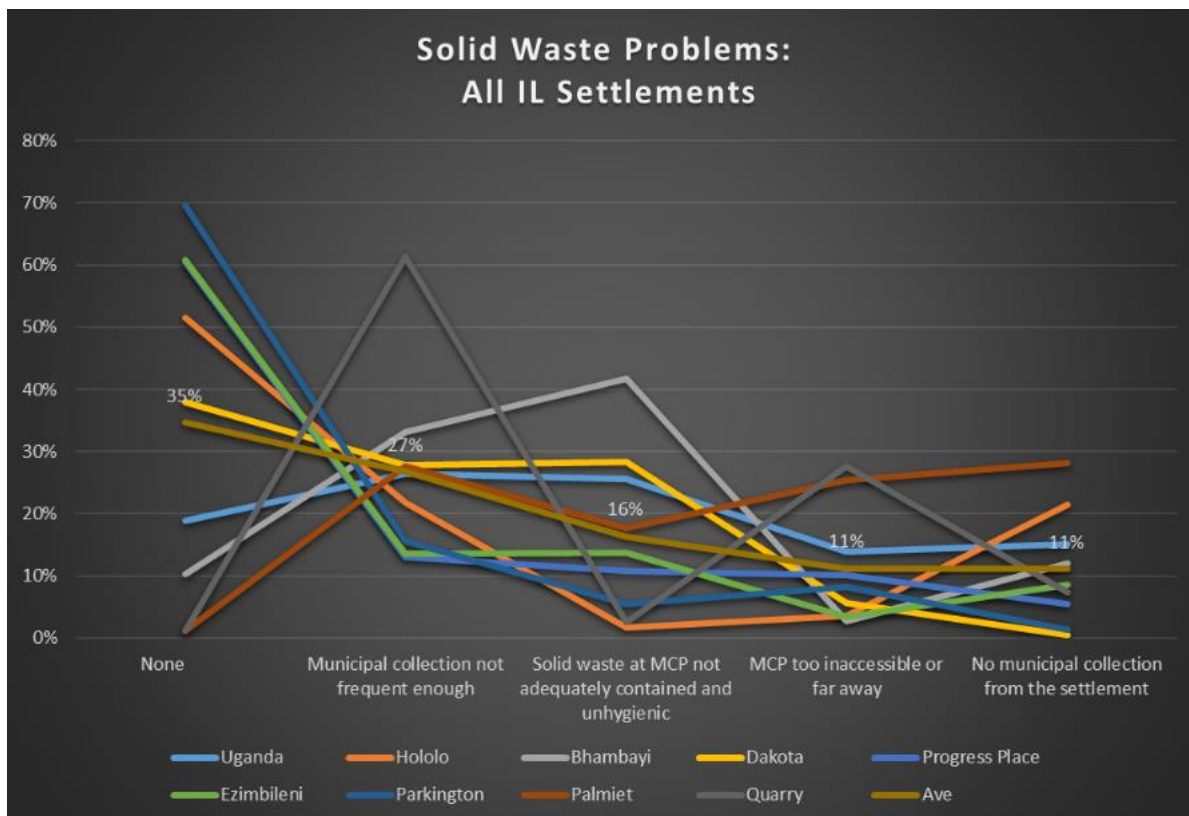
One of the most recurring issue in informal settlement is the poor solid waste management, with Municipal collection points often far away from homes leading to people dumping waste in the most convenient and closest areas. While 62% indicate that they are still getting waste to the municipal collection point 38% indicate that they are dumping waste in and informal dump site (29%) or in open spaces (9%). There can be no doubt that with over 38% of the waste not making it into the formal waste management of the city, rivers and open spaces are filling up with waste which is periodically washed into the oceans during heavy rainfall incidents.

Waste management and waste collection is a visible problem in many of these settlements. This is a problem which will require substantial agreement and participation from both the municipality and residents to resolve. This is illustrated by the following graphs, which show that informal dump sites are in some settlements (Uganda, Palmiet and Quarry Road) the primary location for disposal of solid waste. Most settlements report that municipal collection is too seldom for the volume of solid waste that is being generated, and that infrastructure at municipal collection points (MCPs) is insufficient.





Solid waste management is often prioritised as an easy aspect to solve indicating that this, ‘low hanging fruit’ should be prioritised and resolved relatively easily. However the complexities of waste management in informal settlements are not so easy to resolve. As existing households do not have the luxury of leaving their waste out on the curb for collection the movement of the waste from inside the settlement to the outside area where it is normally collected by the Municipal Waste trucks is ineffective and households will often choose the easier option of throwing the household waste in to open areas, bushes or rivers. While the city is happy to remove waste from designated areas usually on the settlements periphery, the additional responsibility and cost of removing internal waste to these points becomes contentious. An interesting example is Hololo City informal settlement, where in the southern portion of the settlement a main road borders the settlement. This allows these residents to drop their waste bags on the tar road which are then collected via the cities passing refuse trucks. While these southern areas that are on this road are relatively clean the northern and denser informally settled areas where Municipal collection is limited is not. As here residents have to walk long distances to dispose of their waste at the municipal collection points, waste is dumped in the local river and around house and in open areas. The iQhaza Lethu’s socio survey report indicates that while on average 35% of people do not think there are any Solid Waste problems in their settlement the majority indicate that either the Municipality does not collect waste frequently enough (27%), or the waste collection point is not adequately contained (16%), or too far away (11%), some respondents within the settlements indicated that there is no collection at all (11%). Other important issues raised include uncontained waste attracting rats and other vermin creating an unhealthy environment that causes disease, a lack of plastic bags delivered by the City, informal burning of rubbish is noted as a hazard in the settlements and it was highlighted that it is also dangerous to go to the Municipal Collection Point.



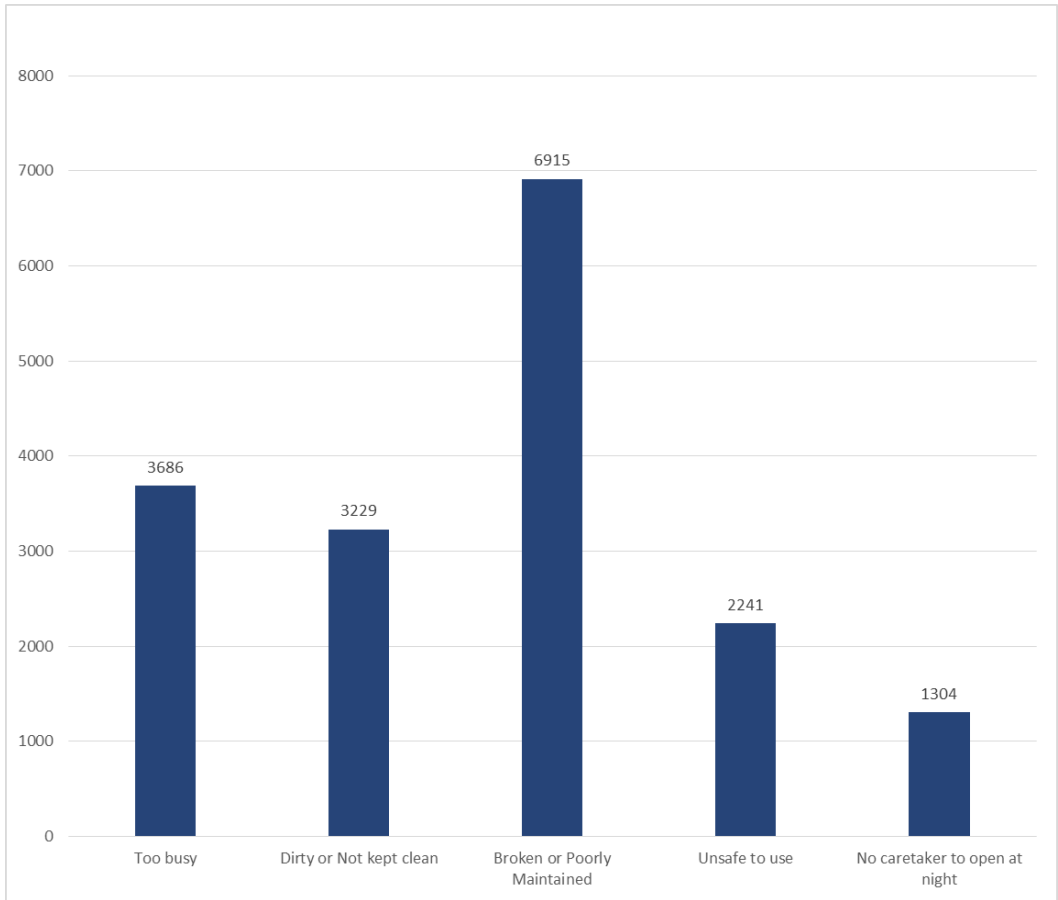
Waste management is varied with residents in each settlement presenting a different set of responses to the Socio Survey questions posed, it is therefore critical that a tailored and specific waste management solution is applied to each unique situation while adhering to the primary principles, which include: Finding an effective way to remove waste from inaccessible areas within the settlement to the Municipal Collection Points. Improving the containment of waste both within the settlement, if a decentralised containment is suggested and at the Municipal Collection Points.

Establishing dialog between communities and Municipal Departments such as Cleaning and Solid Waste (CSW) to improve waste management in each settlement, primarily to increase the number of collections per week/month and the provision of black bags

Minimise the amount of waste that is reaching the landfills by supporting recycling and waste beneficiation, with a long term view that will enable waste removal from inside the settlement, to be funded via the income earned from its separation, beneficiation and sale.

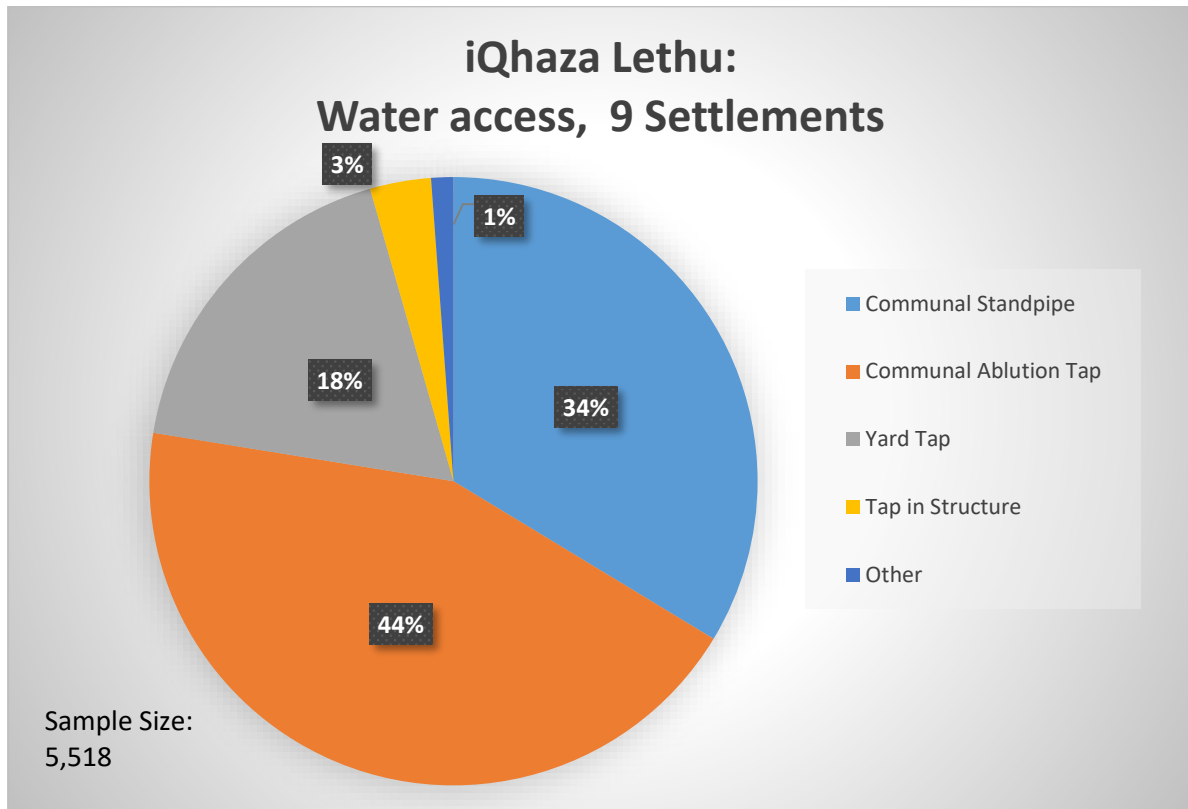
3.7.2 Sanitation

Progress Place is the only settlement to report that there are no Communal Ablution Blocks (CABs) in the settlement. More than 1/3 of residents in Bhambayi also reported having no access to a CAB, or that the CAB is too far away for them to use. All settlements in which CABs are present, significant operating and maintenance problems were reported.



The main issues with communal ablutions is that they are broken or poorly maintained or not kept clean, followed by being too busy or unable to use or do not have a caretaker to open at night.

3.7.1 Water

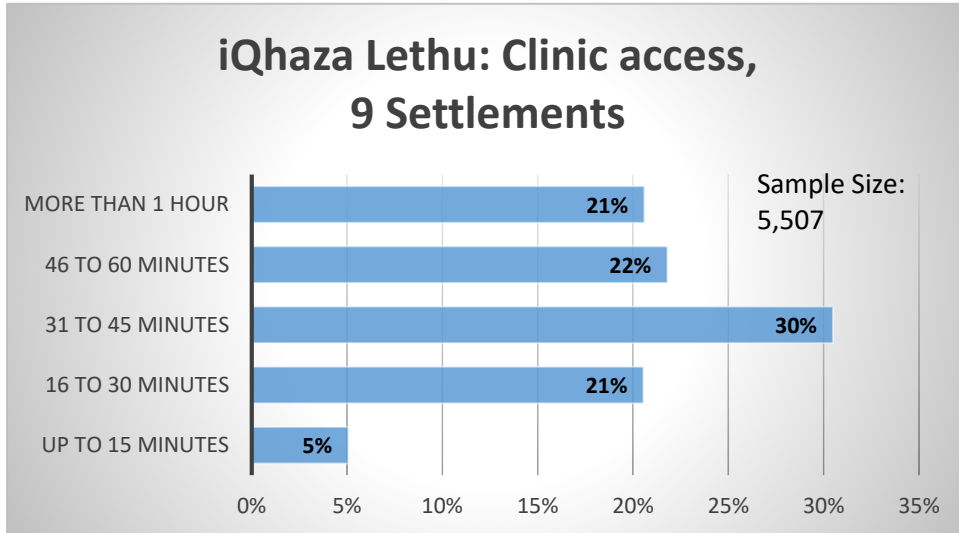


78% of resident's access water from a communal standpipe or ablution tap, with only 18% having a yard tap, or tap with in the structure (3%). While 73% of households access water within 5 min walk of their homes.

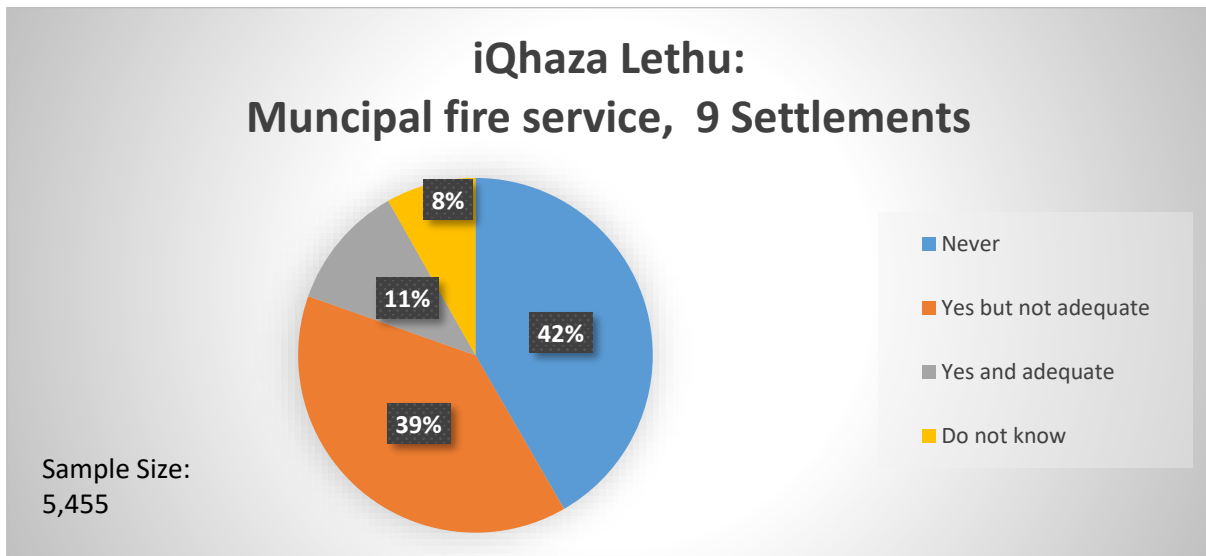
3.8 Municipal emergency services

3.8.1 Clinic service

Access to clinics is poor with 73% having to walk over 31 minutes to get to the clinic.



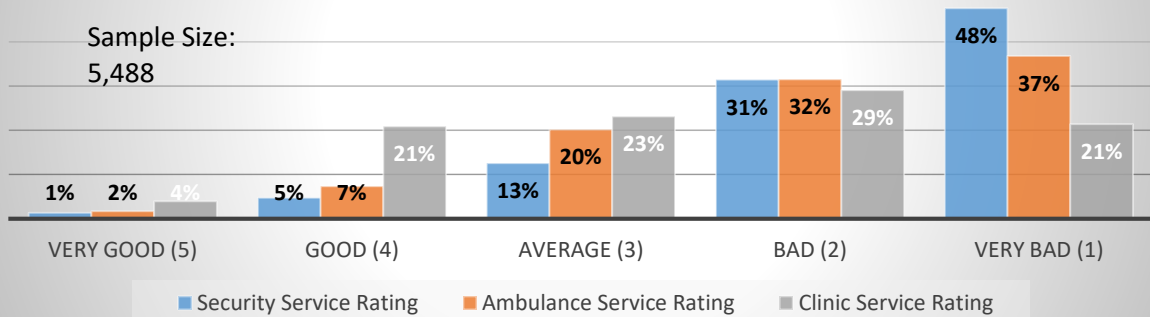
3.8.2 Fire service



The Municipal fire service was poorly rated with 42% indicating that it never operates and 39% indicating that it does operate but is not adequate.

iQhaza Lethu: Emergency service rating, 9 settlements

Sample Size:
5,488

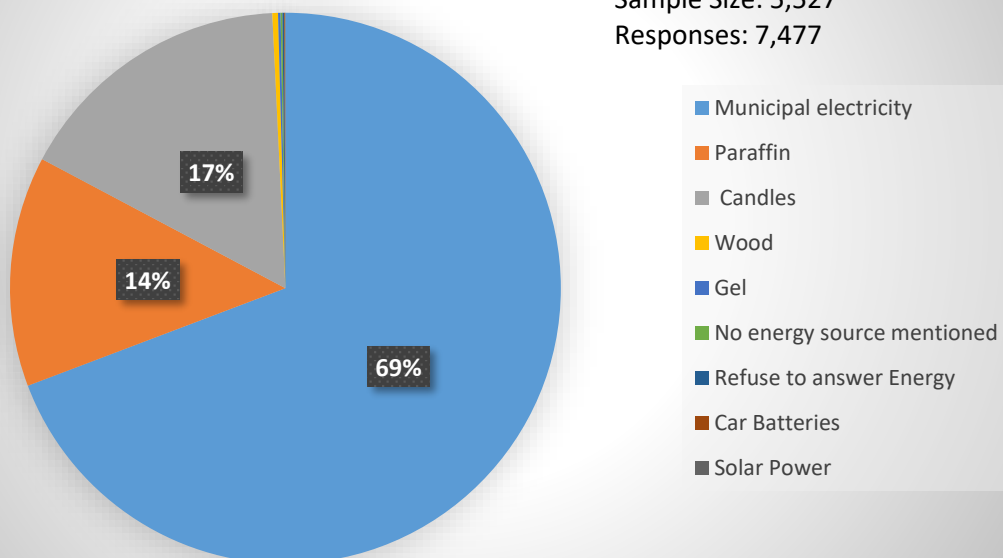


Municipal Emergency services are generally poorly although security is the worst rated at 48% indicating it is 'Very Bad', this correlates with crime and violence being rated as the highest vulnerabilities in settlements, Ambulance were also poorly rated with 37% indicating 'Very Bad'.

3.9 Energy use

iQhaza Lethu: Energy use, 9 Settlements

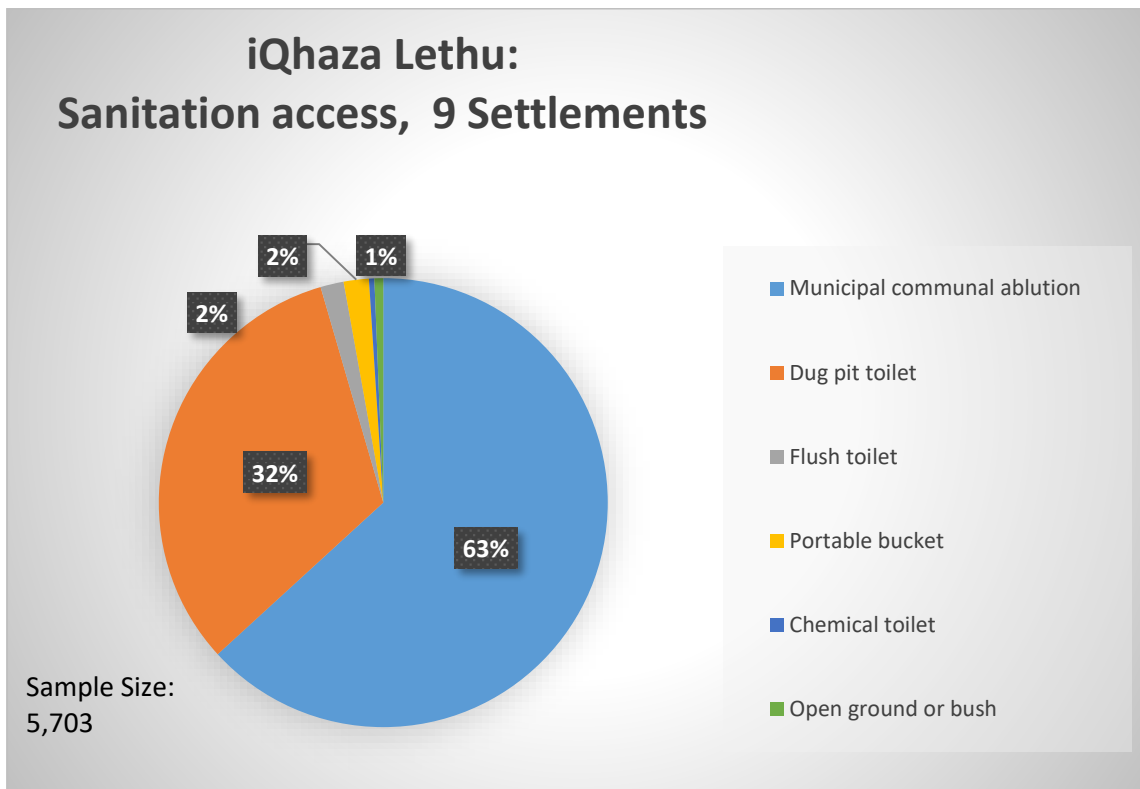
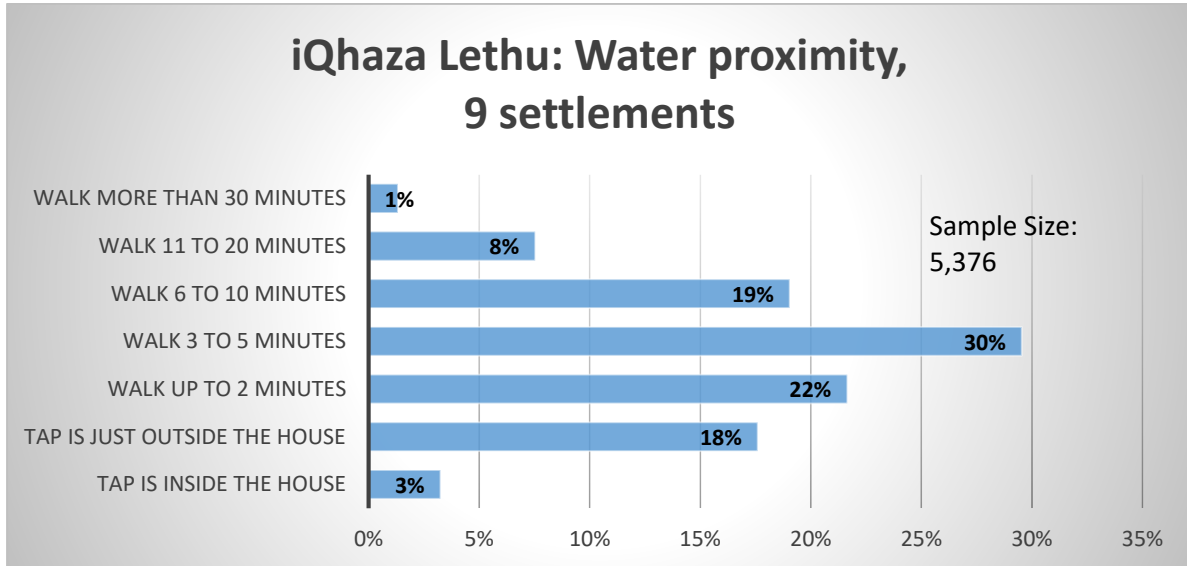
Sample Size: 5,527
Responses: 7,477



69% of residents responded that their main source of energy is municipal electricity which would be either formal or informal electricity connections. 14% indicate that they still use paraffin, which can be very dangerous especially in small spaces with little ventilation causing many potential negative health issues. Worryingly 17% indicate the use of candles with open flames being one of the most common causes of shack fires.

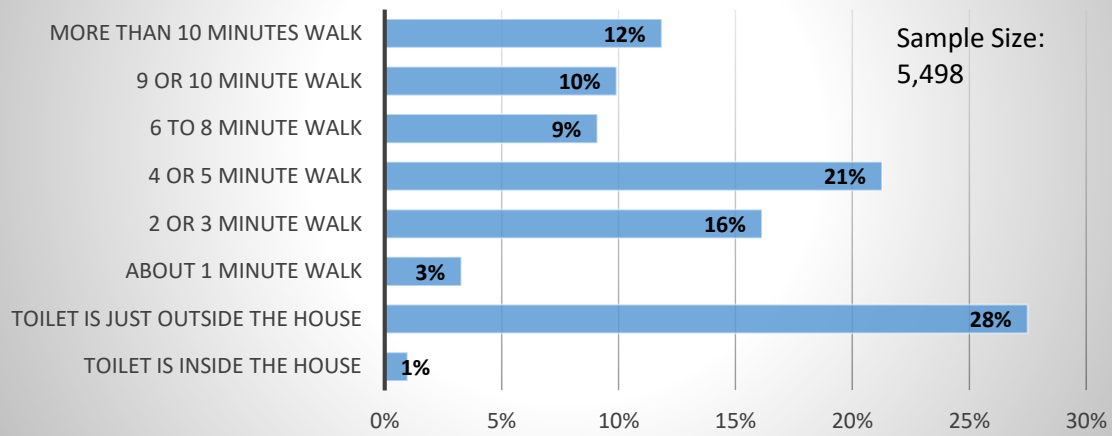
3.10 Municipal services access, proximity and rating

3.10.1 Water, toilet and electricity access, proximity and rating

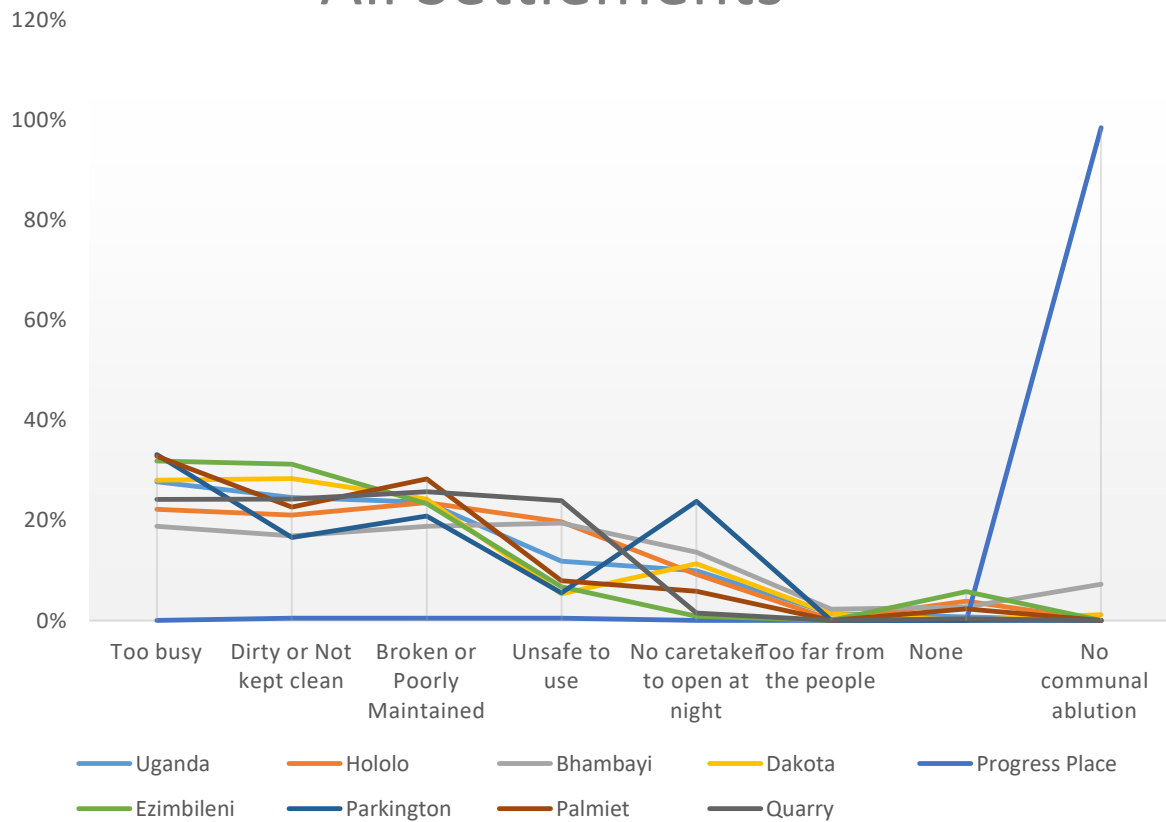


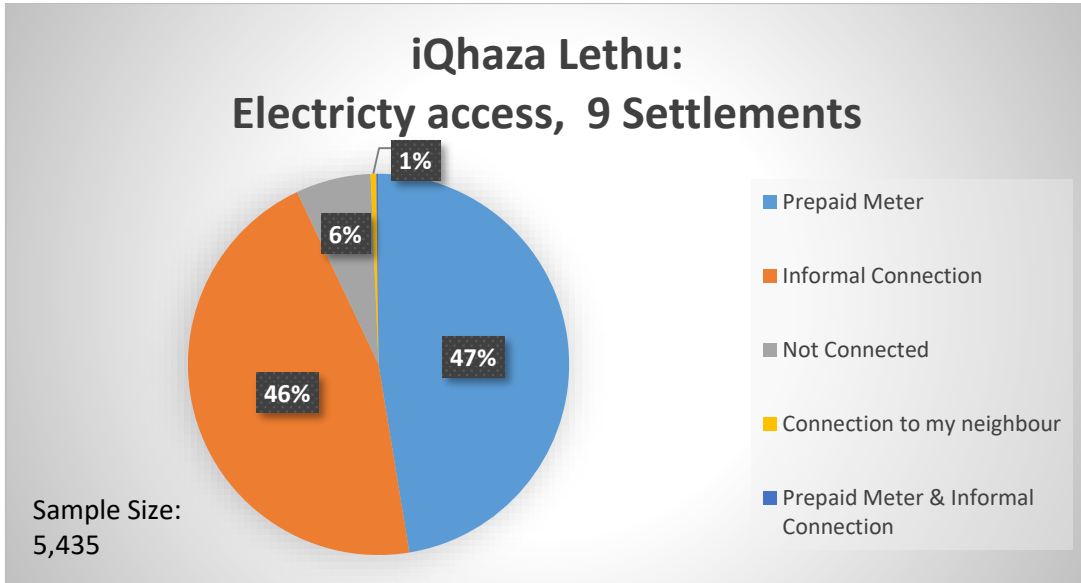
63% of resident's access sanitation facilities from a municipal communal ablution, while 32% still use a self-dug pit, and 2% still use a portable bucket system, a small percentage still use chemical toilets or use open ground or bush. While 69% of households access a toilet within 5 min walk of their homes.

iQhaza Lethu: Toilet distance, 9 Settlements

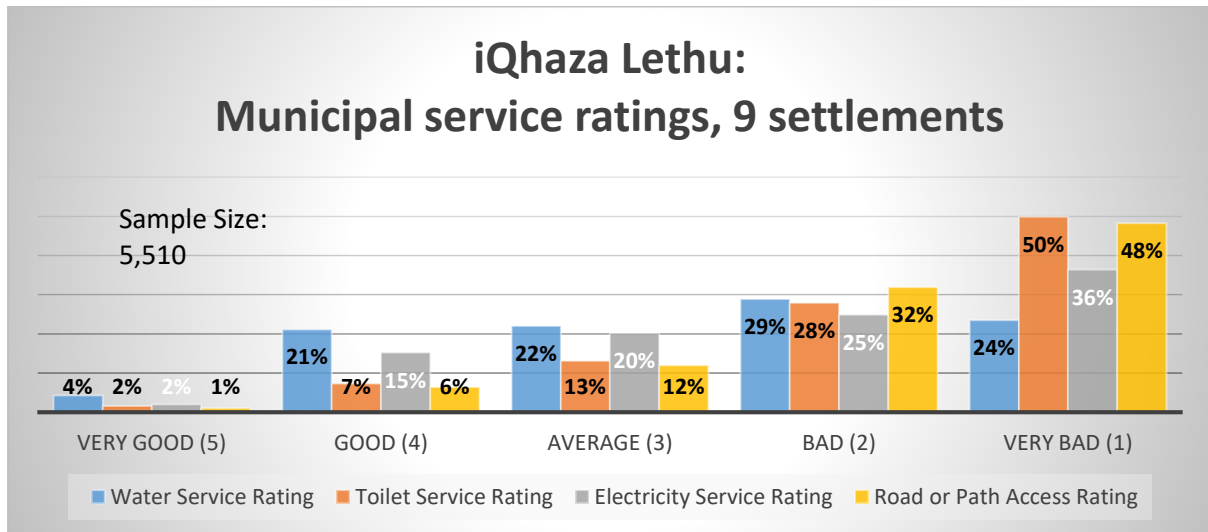


Communal Ablution Problems: All Settlements



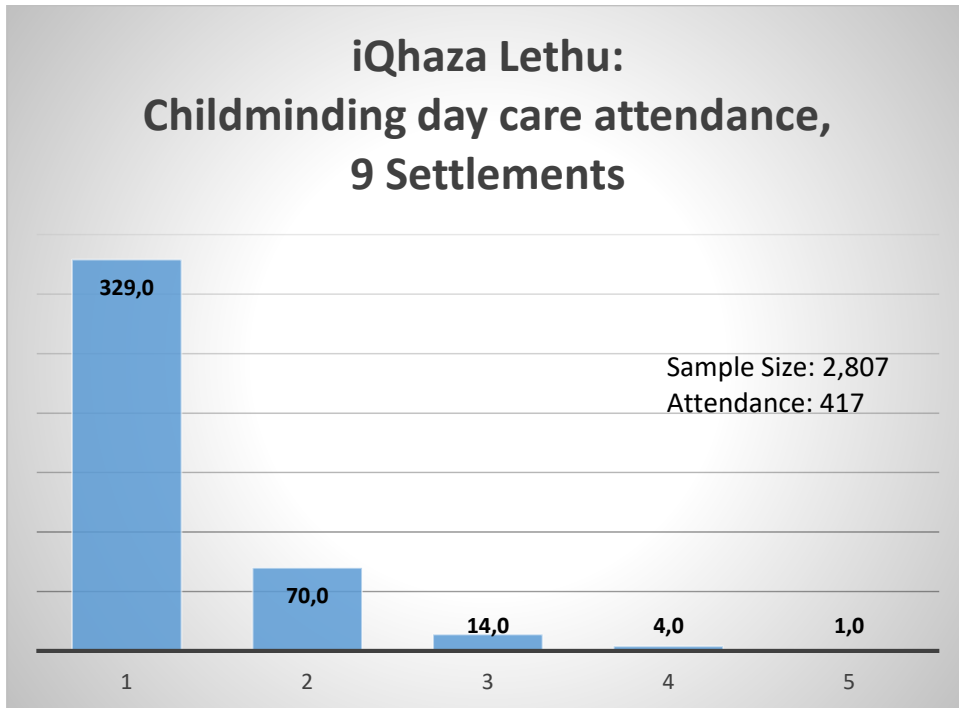


The most interesting result of the survey in relation to the use of electricity shows that 47% of the settlements use municipal electricity through repaid meters while 46% have illegal or 'Informal' connections.

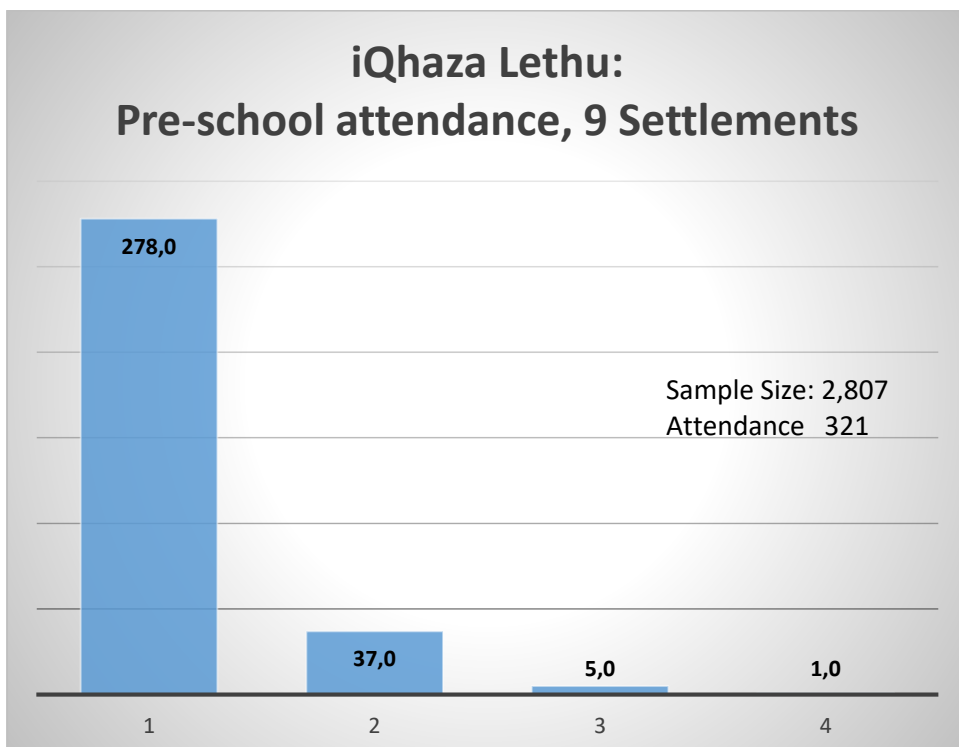


Municipal services are generally poorly rated although Toilets are the worst rated at 50% indicating it is 'Very Bad', 48%, indicting Road and footpath and 36% rating Electricity as 'Very Bad'. Percentage rating of 'Very Good' are all below 4% while the highest rated service is Water with 21% indicating that it was 'Good'.

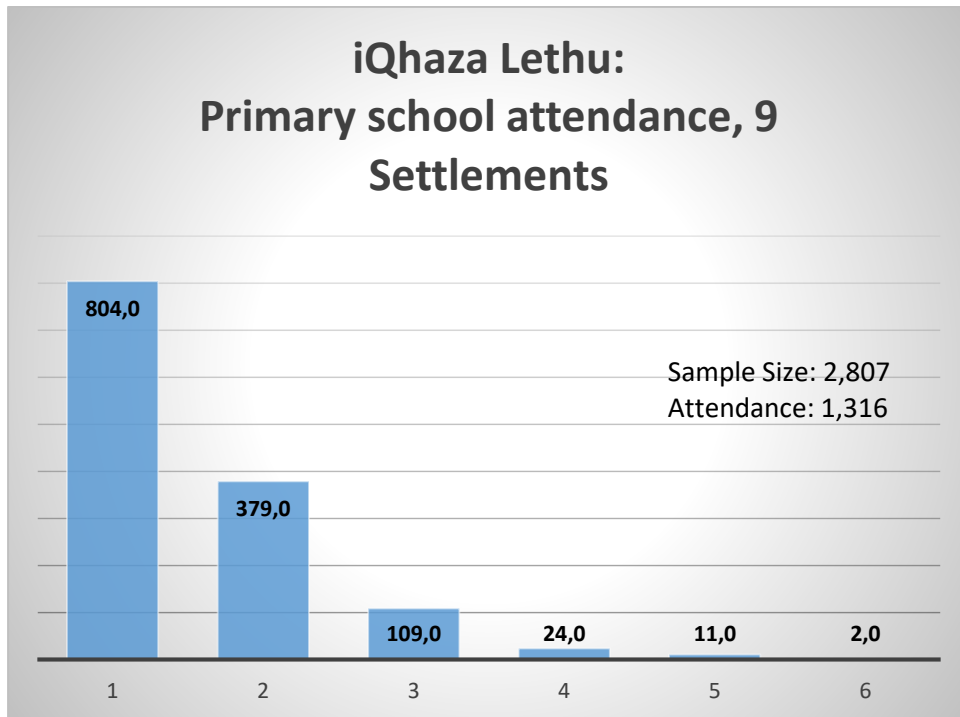
3.10.2 School and ECD attendance and ratings



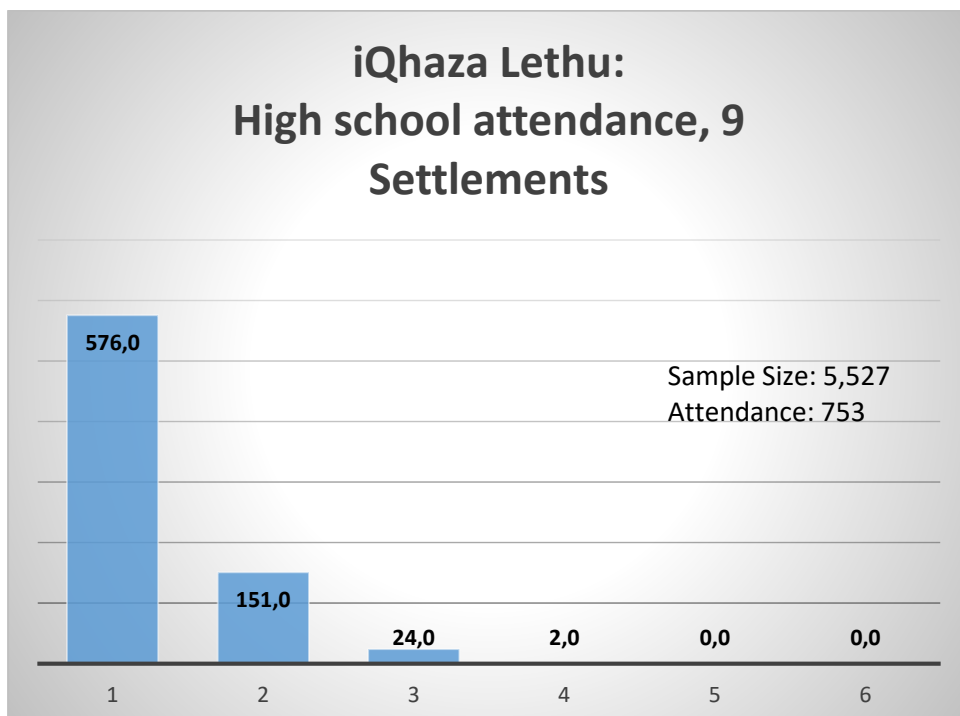
417 children or 15% of all children attending some care or schooling, attend day care.



321 children or 11% of all children attending some care or schooling, attend pre-school.

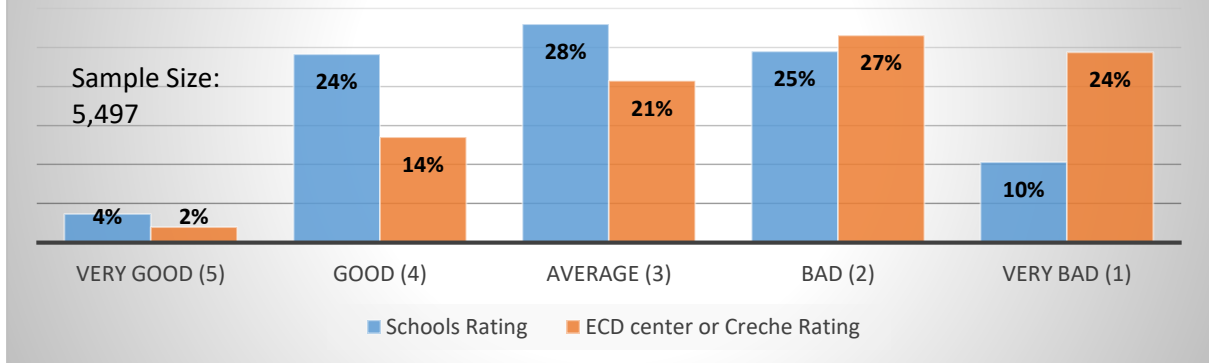


1,329 children or 47% of all children attending some care or schooling, attend primary school.



753 children or 27% of all children attending some care or schooling, attend primary school.

iQhaza Lethu: School and ECD rating, 9 settlements



Schools and ECD are generally poorly rated although Schools are generally rated better with only 10% indicting 'Very Bad' and 25% indicating 'Bad' while ECD/Crèches' are more poorly rated with 24% indicating 'Very Bad', and 27% indicating 'Bad'. While 24% rated schools 'Good' and only 14% rated ECD's or Creche as 'Good'.